

Ireland-Dublin: Call centre
OJ S 69/2020 07/04/2020
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Residential Tenancies Board

National registration number: N/A

Postal address: PO Box 12323

Town: Dublin 2

NUTS code: IE Éire / Ireland

Country: Ireland

Contact person: Michelle Cosgrove

E-mail: Michelle.Cosgrove@rtb.ie

Telephone: +353 16437200

Internet address(es):

Main address: www.rtb.ie

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1279>

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=165215&B=ETENDERS_SIMPLE

[PID=165215&B=ETENDERS_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=165215&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=165215&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

Housing and community amenities

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

The Provision of Contact Center and Document Management Services

II.1.2. Main CPV code

79512000 Call centre

II.1.3.

Type of contract

Services

II.1.4. Short description

The contracting authority proposes to engage in a competitive process for the establishment of a single-party framework agreement for the provision of contact center and document management services to the Residential Tenancies Board.

II.1.5. Estimated total value

Value excluding VAT: 40 000 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

72512000 Document management services, 75112000 Administrative services for business operations, 79342300 Customer services, 79510000 Telephone-answering services, 79999100 Scanning services

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

Main site or place of performance: Dublin 2

II.2.4. Description of the procurement

Negotiated procedure.

II.2.5. Award criteria

Criteria below

Cost criterion - Name: Cost / Weighting: 000

II.2.6. Estimated value

Value excluding VAT: 40 000 000,00 EUR

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

Duration in months: 84

This contract is subject to renewal: yes

Description of renewals:

An initial contract of four (4) years is to be awarded with the option of three (3), one (1) year 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 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

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

In the case of framework agreements, provide justification for any duration exceeding 4 years:

The justification for a framework longer than the standard four (4) years, is the complex nature of the services required; the significant costs of implementing a change of service provider without having realised the benefits of an earlier investment and the uncertainty for the authority's best interests due to more frequent change of service provider.

IV.1.4. 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

IV.1.5. Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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: [2018/S 091-206755](#)

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 05/05/2020 Local time: 12:00

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

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 12 (from the date stated for receipt of tender)

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: The Residential Tenancies Board

Postal address: O'Connell Bridge House, D'Olier Street

Town: Dublin 2

Country: Ireland

E-mail: michelle.cosgrove@rtb.ie

Internet address: www.rtb.ie

VI.5. Date of dispatch of this notice

02/04/2020