

**Ireland-Sligo: Call centre**  
**OJ S 74/2019 15/04/2019**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: It Sligo

National registration number: N/A

Postal address: Ash Lane

Town: Sligo

NUTS code: IE Éire / Ireland

Postal code: Sligo

Country: Ireland

Contact person: Caroline Burke

E-mail: [burke.caroline@itsligo.ie](mailto:burke.caroline@itsligo.ie)

Telephone: +353 719137331

Fax: +353 719160934

**Internet address(es):**

Main address: <http://www.itsligo.ie>

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/235>

**I.4. Type of the contracting authority**

Body governed by public law

**I.5. Main activity**

Education

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

Request for Tender for Services Required for Contact Centre for External Services

**II.1.2. Main CPV code**

79512000 Call centre

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

It Sligo aims to contract the outsourcing of its requirement for student contact centre services. Its objective is to maintain an efficient, timely and customer-centred, outsourced service for the processing of student recruitment, application and registration enquiries and workflows and payment of associated fees as relevant and to interface with its customers accordingly. In

addition IT Sligo requires a continuous improvement methodology to improve service and reduce the overall cost of contact centre services through engaging with emerging technologies such as “chatbots”, etc. Tenderers are invited to offer innovative solutions in providing contact centre services in keeping with the overall aim of providing a fit for purpose solution.

#### **II.1.6. Information about lots**

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 653 000,00 EUR

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

72512000 Document management services, 75112000 Administrative services for business operations, 79999100 Scanning services

#### **II.2.3. Place of performance**

NUTS code: IE Éire / Ireland

Main site or place of performance: Ireland

#### **II.2.4. Description of the procurement**

It Sligo aims to contract the outsourcing of its requirement for student contact centre services. Its objective is to maintain an efficient, timely and customer-centred, outsourced service for the processing of student recruitment, application and registration enquiries and workflows and payment of associated fees as relevant and to interface with its customers accordingly. In addition IT Sligo requires a continuous improvement methodology to improve service and reduce the overall cost of contact centre services through engaging with emerging technologies such as “chatbots”, etc. Tenderers are invited to offer innovative solutions in providing contact centre services in keeping with the overall aim of providing a fit for purpose solution.

#### **II.2.5. Award criteria**

Cost criterion - Name: Fitness for purpose of the proposed solution / Weighting: 40 %

Cost criterion - Name: Overall technical merit of the human resources proposed / Weighting: 20 %

Cost criterion - Name: Reliability and continuity of supply / Weighting: 10 %

Cost criterion - Name: Ultimate cost / Weighting: 30 %

#### **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**

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#### **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: [2019/S 014-028837](#)

**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**

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**Title:**

Contact Centre for External Services

A contract/lot is awarded: yes

**V.2. Award of contract****V.2.1. Date of conclusion of the contract**

21/03/2019

**V.2.2. Information about tenders**

Number of tenders received: 2

The contract has been awarded to a group of economic operators: no

**V.2.3. Name and address of the contractor**

Official name: Forward Emphasis International

Postal address: Malmar House, Bree

Town: Co. Donegal

NUTS code: IE Éire / Ireland

Country: Ireland

The contractor is an SME: yes

**V.2.4. Information on value of the contract/lot**

Total value of the contract/lot: 653 000,00 EUR

**V.2.5. Information about subcontracting****Section VI: Complementary information**

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**VI.3. Additional information**

Interested parties must register their interest on [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 this website, registration for which is free of charge. IT Sligo will not accept responsibility for information relayed (or not relayed) via third parties.

#### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

Official name: The High Court

Postal address: Inns Quay

Town: Dublin

Country: Ireland

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

11/04/2019