

Ireland-Dublin: Call centre
OJ S 71/2022 11/04/2022
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Competition and Consumer Protection Commission (CCPC)

National registration number: N/A

Postal address: Bloom House, Railway Street

Town: Dublin 1

NUTS code: IE061 Dublin

Postal code: Co.Dublin

Country: Ireland

Contact person: Margaret Zdun

E-mail: margaretzdun@ccpc.ie

Telephone: +353 14025568

Internet address(es):

Main address: www.cpc.ie

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/110732>

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=211226&B=ETENDERS_SIMPLE

[PID=211226&B=ETENDERS_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=211226&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=211226&B=ETENDERS_SIMPLE

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

National or federal agency/office

I.5. Main activity

Other activity: Regulator

Section II: Object

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

The Provision of Contact 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 hereby invites experienced Service Providers to submit tenders in respect of the provision of Contact Management Services (the "Services") as specified in Schedule 1, in accordance with this request for tenders ("RFT").

The purpose of this RFT is:

- (a) to set out the terms and conditions of the Competition to select a suitable economic operator to provide the Services;
- (b) to provide the form of Contract for the provision of the Services; and
- (c) to invite interested parties to participate in the Competition by making certain submissions to the Contracting Authority.

II.1.5. Estimated total value

Value excluding VAT: 3 900 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

79510000 Telephone-answering services

II.2.3. Place of performance

NUTS code: IE061 Dublin

Main site or place of performance: Dublin

II.2.4. Description of the procurement

The Contracting Authority hereby invites experienced Service Providers to submit tenders in respect of the provision of Contact Management Services (the "Services") as specified in Schedule 1, in accordance with this request for tenders ("RFT").

The purpose of this RFT is:

- (a) to set out the terms and conditions of the Competition to select a suitable economic operator to provide the Services;
- (b) to provide the form of Contract for the provision of the Services; and
- (c) to invite interested parties to participate in the Competition by making certain submissions to the Contracting Authority.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 3 900 000,00 EUR

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

2 X 12 months

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 III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

Please refer to the RFT

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

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: no

IV.2. Administrative information

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

Date: 12/05/2022 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.2.7. Conditions for opening of tenders

Date: 12/05/2022 Local time: 12:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

VI.2. Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3. Additional information

Please refer to the RFT

VI.4. Procedures for review

VI.4.1. Review body

Official name: High Court

Town: Dublin

Country: Ireland

VI.5. Date of dispatch of this notice

06/04/2022