

**Ireland-Dublin: Office-support services**

**OJ S 65/2023 31/03/2023**

**Contract notice**

**Services**

**Legal Basis:**

Directive 2014/24/EU

---

**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Bord Altranais agus Cnáimhseachais na hÉireann/Nursing and Midwifery Board of Ireland

National registration number: N/A

Postal address: 18/20 Carysfort Avenue

Town: Co. Dublin

NUTS code: IE Éire / Ireland

Postal code: Blackrock

Country: Ireland

Contact person: Procurement NMBI

E-mail: [procurement@nmbi.ie](mailto:procurement@nmbi.ie)

**Internet address(es):**

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

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/454>

**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=237851&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=237851&B=ETENDERS_SIMPLE)

[PID=237851&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=237851&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=237851&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=237851&B=ETENDERS_SIMPLE)

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

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

Regional or local agency/office

**I.5. Main activity**

Health

---

**Section II: Object**

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

**II.1.1. Title**

NMBI Business Process Outsourcing - qualification process

Reference number: 2023-03 NMBI BPO

**II.1.2.**

**Main CPV code**

79500000 Office-support services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

The objective of this tender is to implement a workforce augmentation facility where the awarded tenderer will provide additional resources to NMBI to process applications and mitigate demands. The processing solution is to progress and process the applications and maintain business as usual to meet the department's KPIs. The contract will rely on five resources, with a quality/audit supervisor resource at 10% of the allocated resource (5 resources means 0.5 of a supervisor resource) who will be will be required for and responsible for tracking and monitoring team productivity and reporting directly to NMBI's Head of Registration or their designate. Each resource/agent will be expected to process and meet agreed targets of applications reviewed per day. These targets will differ depending on the status of the application.

**II.1.5. Estimated total value**

Value excluding VAT: 360 000,00 EUR

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.2. Description****II.2.2. Additional CPV code(s)**

66133000 Processing and clearing services, 66172000 Financial transaction processing and clearing-house services, 72310000 Data-processing services, 72312000 Data entry services, 72513000 Office automation services

**II.2.3. Place of performance**

NUTS code: IE Éire / Ireland

Main site or place of performance: Co. Dublin

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

There is currently a high volume of overseas applications being received by NMBI. The applications fall within different stages of the process, some requiring follow-up from the applicant while others require follow-up from NMBI.

The focus of this contract to provide support to two main areas, but not limited to these:

1. Applications in the 'submitted' category (requiring administrative assessment).
2. Applications in the 'incomplete' category (applications with missing documents or undergoing third party checks)

The objective of this tender is to implement a workforce augmentation facility where the awarded tenderer will provide additional resources to NMBI to process applications and mitigate demands. The processing solution is to progress and process the applications and maintain business as usual to meet the department's KPIs. The contract will rely on five resources, with a quality/audit supervisor resource at 10% of the allocated resource (5 resources means 0.5 of a supervisor resource) who will be will be required for and responsible for tracking and monitoring team productivity and reporting directly to NMBI's Head of Registration or their designate. Each resource/agent will be expected to process and meet agreed targets of applications reviewed per day. These targets will differ depending on the status of the application.

#### **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: 360 000,00 EUR

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

Duration in months: 24

This contract is subject to renewal: no

#### **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.1.2. 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: 28/04/2023 Local time: 15:00

##### **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: 28/04/2023 Local time: 15:00

### **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: NMBI

Postal address: 18 Carysfort Avenue

Town: Blackrock

Postal code: A94 R299

Country: Ireland

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

27/03/2023