

Ireland-Cork: Telephone survey services
OJ S 76/2022 19/04/2022
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Central Statistics Office
National registration number: N/A
Postal address: Skehard Road, Mahon
Town: Cork
NUTS code: IE053 South-West
Postal code: Cork
Country: Ireland
Contact person: Damien Lenihan
E-mail: damien.lenihan@cso.ie
Telephone: +353 214535424

Internet address(es):

Main address: <https://www.cso.ie>
Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/285>

I.4. Type of the contracting authority

National or federal agency/office

I.5. Main activity

Other activity: National Statistical Institute

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

RFT for the Provision of Computer Assisted Telephone Interviewing (CATI) Services
Reference number: RFT172364

II.1.2. Main CPV code

79311210 Telephone survey services

II.1.3. Type of contract

Services

II.1.4. Short description

The utilisation of Computer Assisted Telephone Interviewing (CATI) is an integral component in the ongoing collection of data for statistical services. Currently this is used in the collection of data for the Labour Force Survey (LFS). The LFS consists of five interviews, as a respondent who agrees to participate in the survey is interviewed for five consecutive quarters.

The Tenderer will perform household interviews for the 2nd - 5th interviews of the LFS by CATI. The first interview is performed using Computer Assisted Personal Interviewing (CAPI) on a face-to face basis by the team of interviewers employed by the CSO. This approach to LFS data collection may change or be modified throughout the duration of this contract and any subsequent extensions; as such, CSO will require flexibility from the successful tenderer in incorporating such amendments if required during the contract.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 3 000 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79311000 Survey services, 79512000 Call centre

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

Main site or place of performance: Skehard Road, Mahon, Cork

II.2.4. Description of the procurement

The utilisation of Computer Assisted Telephone Interviewing (CATI) is an integral component in the ongoing collection of data for statistical services. Currently this is used in the collection of data for the Labour Force Survey (LFS). The LFS consists of five interviews, as a respondent who agrees to participate in the survey is interviewed for five consecutive quarters. The Tenderer will perform household interviews for the 2nd - 5th interviews of the LFS by CATI. The first interview is performed using Computer Assisted Personal Interviewing (CAPI) on a face-to face basis by the team of interviewers employed by the CSO. This approach to LFS data collection may change or be modified throughout the duration of this contract and any subsequent extensions; as such, CSO will require flexibility from the successful tenderer in incorporating such amendments if required during the contract.

II.2.5. Award criteria

Quality criterion - Name: Quality of Methodology for Delivery of Services / Weighting: 24%

Quality criterion - Name: Contract Management / Weighting: 22%

Quality criterion - Name: Technical Solution / Weighting: 24%

Cost criterion - Name: Total Overall 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

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: [2020/S 129-316827](#)

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**

Contract No: 1**Title:**

RFT for the Provision of Computer Assisted Telephone Interviewing (CATI) Services

A contract/lot is awarded: yes

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

08/03/2021

V.2.2. Information about tenders

Number of tenders received: 1

Number of tenders received by electronic means: 1

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

V.2.3. Name and address of the contractor

Official name: Capita Customer Solutions

Postal address: West Cork Business & Technology Park

Town: Clonakilty, Co. Cork

NUTS code: IE053 South-West

Postal code: P85 YH98

Country: Ireland

The contractor is an SME: no

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

Total value of the contract/lot: 3 000 000,00 EUR

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

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: High Court

Town: Dublin 7

Country: Ireland

Internet address: www.courts.ie

VI.5. Date of dispatch of this notice

14/04/2022