

**Ireland-Dublin: Data-processing services**

OJ S 122/2016 28/06/2016

**Contract notice****Services****Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Health and Social Care Professionals Council (CORU)

National registration number: N/A

Postal address: Joyce House, 8-11 Lombard St East

Town: Dublin

NUTS code: IE0 Ireland

Postal code: 2

Country: Ireland

Contact person: Kevin Gleeson

E-mail: [kgleeson301@gmail.com](mailto:kgleeson301@gmail.com)

Telephone: +353 868189488

**Internet address(es):**Main address: [www.coru.ie](http://www.coru.ie)Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1368>**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=100427&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=100427&B=ETENDERS_SIMPLE)[PID=100427&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=100427&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=100427&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=100427&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**

Health

**Section II: Object**

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

Insourced Business Process Services for registration, recognition, education and renewals processes.

Reference number: CORU\_Insource\_Services

**II.1.2. Main CPV code**

72310000 Data-processing services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

The Contracting Authority wishes to engage the services of a partner who will provide a baseline of 3 full time resources to CORU to manage these key business process activities with the resources based in CORUs office. These supplier resources will work from the CORU office and will be responsible for carrying out process activities as well as providing general administrative duties including customer relationship management and query handling for the registration, recognition, CPD and renewal processes from August 2016.

**II.1.5. Estimated total value**

Value excluding VAT: 200 000,00 EUR

**II.1.6. Information about lots**

This contract is divided into lots: no

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

72253000 Helpdesk and support services, 72512000 Document management services, 79342300 Customer services, 79512000 Call centre, 79996100 Records management, 79999100 Scanning services

**II.2.3. Place of performance**

NUTS code: IE Éire / Ireland

Main site or place of performance: Dublin.

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

The Contracting Authority wishes to engage the services of a partner who will provide a baseline of 3 full time resources to CORU to manage these key business process activities with the resources based in CORUs office. These supplier resources will work from the CORU office and will be responsible for carrying out process activities as well as providing general administrative duties including customer relationship management and query handling for the registration, recognition, CPD and renewal processes from August 2016.

**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: 200 000,00 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**

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### **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:  
As specified in the tender document.

#### **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

### **III.2. Conditions related to the contract**

#### **III.2.2. Contract performance conditions**

As specified in the tender document.

#### **III.2.3. Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

## **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: no

### **IV.2. Administrative information**

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

Date: 12/08/2016 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: 6 (from the date stated for receipt of tender)

#### **IV.2.7. Conditions for opening of tenders**

Date: 12/08/2016 Local time: 12:00

### **Section VI: Complementary information**

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#### **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: CORU

Postal address: Joyce House

Town: Dublin

Postal code: 2

Country: Ireland

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

23/06/2016