

IRL-Dublin: call centre
OJ S 135/2012 17/07/2012
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: National Consumer Agency

Postal address: 4 Harcourt Road

Town: Dublin 2

Country: Ireland

For the attention of: Paul Cannon

Telephone: +353 14025500

Fax: +353 14025501

Internet address(es):

General address of the contracting authority: www.nca.ie or www.consumerconnect.ie

Address of the buyer profile: http://www.etenders.gov.ie/search/Search_AuthProfile.aspx?ID=AA9641

I.2. Type of the contracting authority

National or federal agency/office

I.3. Main activity

Other: Consumer Protection

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description

II.1.1. Title

Tender for the provision of contact management services.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 27: Other services

Main site or place of performance: Ireland.

NUTS code IE Éire / Ireland

II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)

II.1.4. Short description of the contract or purchase(s)

The National Consumer Agency (NCA) wishes to contract for a specialist provider of contact centre services to assist it in the execution of its operations and statutory functions, mainly in the area of information for consumers in relation to their rights when buying goods and services and also on personal finance.

II.1.5. CPV code(s)

79512000 Call centre

II.1.6. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.2. Total value of the contract/lot**II.2.1. Total value of the contract/lot**

Value: 414 162 EUR
excluding VAT

Section IV: Procedure

IV.1. Type of procedure**IV.1.1. Type of procedure**

Open

IV.2. Award criteria**IV.2.1. Award criteria**

The most economically advantageous tender in terms of

1. Fit with NCA requirements. Weighting 35
2. Cost. Weighting 30
3. Ability to meet service requirements and expertise of personnel. Weighting 35

IV.2.2. Information about electronic auction**IV.3. Administrative information****IV.3.1. File reference number attributed by the contracting authority****IV.3.2. Previous publication concerning this procedure****Contract notice**

Notice number in the OJ S: [2012/S 19-030971](#) of 28.1.2012

Section V: Award of contract

Lot title: Contact services management.

V.1. Date of conclusion of the contract

1.7.2012

V.2. Information about tenders

Number of tenders received: 7

V.3. Name and address of the contractor

Official name: Rigneydolphin

Postal address: Unit 10/11, Ida Industrial Estate

Town: Waterford

Country: Ireland

V.4. Information on value of the contract/lot

Total value of the procurement:

Value: 414 162 EUR

If annual or monthly value:

Number of years: 1

V.5. Information about subcontracting

Section VI: Complementary information

VI.1. Information about European Union funds

VI.2. Additional information (ET Ref:465352).

VI.3. Procedures for review

VI.3.1. Review body

VI.3.2. Review procedure

VI.3.3. Service from which information about the review procedure may be obtained

VI.4. Date of dispatch of this notice 12.7.2012