

**Ireland-Dublin: Call centre**  
**OJ S 95/2023 17/05/2023**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Commission for Communications Regulation (ComReg),

National registration number: 9614619A

Postal address: One Dockland Central, Guild Street, Dublin 1, Ireland, D01 E4X0

Town: Dublin

NUTS code: IE Éire / Ireland

Postal code: Dublin

Country: Ireland

Contact person: Karen Cumiskey

E-mail: [karen.cumiskey@comreg.ie](mailto:karen.cumiskey@comreg.ie)

Telephone: +353 18049600

Fax: +353 18049665

**Internet address(es):**

Main address: <https://www.comreg.ie/>

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/559>

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

Other type: Public Body

**I.5. Main activity**

Other activity: regulation of the electronic communications sector

**Section II: Object**

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

Request for Tenders for provision of Customer Contact Management Services

Reference number: ComReg T09466

**II.1.2. Main CPV code**

79512000 Call centre

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Request for Tenders (RFT) for provision of Customer Contact Management Services.

- ComReg is seeking a tenderer with a proven track record to provide a ComReg branded managed customer care service for consumers of electronic communications services (“ECS”) premium rate services (“PRS”), and Postal services
  - In summary the service involves dealing with all consumer contacts (residential and business consumers) to ComReg and service provider contacts in relation to complaints raised with providers on behalf of individual consumers
  - This includes handling queries (requests for information in relation to the sectors we regulate) and managing complaints from consumers and communications with service providers in respect of electronic communications services (“ECS”), premium rate services (“PRS”) and postal services
- For Full details please refer to Procurement Documentation uploaded to this RFT # 229999

#### **II.1.6. Information about lots**

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 6 125 000,00 EUR

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

79000000 Business services: law, marketing, consulting, recruitment, printing and security, 79342300 Customer services, 79500000 Office-support services

#### **II.2.3. Place of performance**

NUTS code: IE Éire / Ireland

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

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- In summary the service involves dealing with all consumer contacts (residential and business consumers) to ComReg and service provider contacts in relation to complaints raised with providers on behalf of individual consumers.
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For Full details please refer to Procurement Documentation uploaded to this RFT # 229999

#### **II.2.5. Award criteria**

Quality criterion - Name: Understanding of the work to be undertaken, including the approach to transition. / Weighting: 15

Quality criterion - Name: Proposed approach to the discharge of the Services / Weighting: 30

Quality criterion - Name: Proposed approach to the Management of the Services / Weighting: 30

Cost criterion - Name: Total Evaluation Price / Weighting: 25

#### **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

For Full details please refer to Procurement Documentation uploaded to this RFT # 229999 including 1.3 and 1.4 of the RFT which states the Term of the Contract as four years and advises that ComReg reserves the right to extend the Term for a period or periods of up to 12 months with a maximum of three such extensions on the same terms and conditions, subject to ComReg's obligations at law.

## 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: yes

### IV.2. Administrative information

#### IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2022/S 246-711324](#)

#### 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

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Contract No: 1

#### Title:

Request for Tenders for provision of Customer Contact Management Services

A contract/lot is awarded: yes

### V.2. Award of contract

#### V.2.1. Date of conclusion of the contract

17/04/2023

#### V.2.2. Information about tenders

Number of tenders received: 3

Number of tenders received by electronic means: 3

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

#### V.2.3. Name and address of the contractor

Official name: ARI Services Europe Ltd [ARISE]

National registration number: 6335249L

Postal address: ADEC Arise Walton House NTP Lonsdale Road  
Town: Limerick  
NUTS code: IE Éire / Ireland  
Postal code: V94 T2XT  
Country: Ireland  
E-mail: [Joe.Cahalane@arise-europe.com](mailto:Joe.Cahalane@arise-europe.com)  
Telephone: +353 061492905  
Internet address: <http://www.arise-europe.com>  
The contractor is an SME: yes

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

Total value of the contract/lot: 6 125 000,00 EUR

**V.2.5. Information about subcontracting**

**Section VI: Complementary information**

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**VI.3. Additional information**

Note

Value of initial 4 year Contract executed by ComReg on 17 April 2023 and to commence from 4 May 2023 to 3 May 2027, is based on Band 4 and Band 8 (maximum forecast bands for queries and complaints) is estimated at €3,286,067.

The estimated value of the entire Contract ( Initial 4 year period plus 12 months x 3 option to extend), if ComReg take up the options to extend is estimated at Euro 6,125,000.

The option to extend was set out in the Contract Notice and detailed in published procurement paperwork.

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: The High Court of Ireland

Town: Dublin

Country: Ireland

**VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

Please consult your own legal advisors.

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

12/05/2023