

**Ireland-Dublin: Customer services**  
**OJ S 126/2021 02/07/2021**  
**Contract notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Raidió Teilifís Éireann (RTÉ)

National registration number: 8T50578M

Postal address: Donnybrook

Town: Dublin

NUTS code: IE Éire / Ireland

Postal code: Co. Dublin

Country: Ireland

Contact person: Joe Lavelle

E-mail: [joe.lavelle@rte.ie](mailto:joe.lavelle@rte.ie)

Telephone: +353 12082239

**Internet address(es):**

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

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/396>

**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/rwlentrance\\_s.asp?PID=192182&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=192182&B=ETENDERS_SIMPLE)

[PID=192182&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=192182&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/rwlentrance\\_s.asp?PID=192182&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=192182&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**

Recreation, culture and religion

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**Section II: Object**

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

**II.1.1. Title**

Customer Identity Management Service

Reference number: 21P039

**II.1.2.**

**Main CPV code**

79342300 Customer services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

RTÉ are seeking companies who can deliver a Customer Identity Management Service so RTÉ customers can register and sign in to RTÉ products and services for various benefits. This tender is for a renewal of an existing service. The contract amount covers a period of 3 years.

**II.1.5. Estimated total value**

Value excluding VAT: 250 000,00 EUR

**II.1.6. Information about lots**

This contract is divided into lots: no

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

48445000 Customer Relation Management software package, 72212445 Customer Relation Management software development services

**II.2.3. Place of performance**

NUTS code: IE Éire / Ireland

Main site or place of performance: Donnybrook Dublin 4.

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

RTÉ are seeking companies who can deliver a Customer Identity Management Service so RTÉ customers can register and sign in to RTÉ products and services for various benefits. This tender is for a renewal of an existing service. The contract amount covers a period of 3 years.

**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: 250 000,00 EUR

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

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

As per ITT documents.

**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 per ITT documents.

#### **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**

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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: 03/08/2021 Local time: 13:00

#### **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**

Tender must be valid until: 10/08/2021

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

Date: 03/08/2021 Local time: 13:00

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: no

**VI.2. Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

**VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: The Courts Service

Postal address: 15-24 Phoenix St

Town: Dublin

Postal code: D07 X028

Country: Ireland

Telephone: +353 18886426

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

28/06/2021