

**Ireland-Dublin: Data-processing services**  
**OJ S 200/2016 15/10/2016**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

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

Body governed by public law

**I.5. Main activity**

Health

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**Section II: Object**

**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.1.6. Information about lots**

This contract is divided into lots: no

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

Value excluding VAT: 110 000,00 EUR

### **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**

Quality criterion - Name: Service delivery approach and methodology / Weighting: 35

Quality criterion - Name: Experience and capabilities / Weighting: 20

Quality criterion - Name: Contract management approach / Weighting: 15

Cost criterion - Name: Total 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**

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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.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2016/S 122-218386](#)

### **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

**Lot No:** 1

**Title:**

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

A contract/lot is awarded: yes

### **V.2. Award of contract**

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

11/10/2016

#### **V.2.2. Information about tenders**

Number of tenders received: 4

Number of tenders received by electronic means: 4

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

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

Official name: Servisource Recruitment

National registration number: 297476

Postal address: Quayside Business Park, Mill Street

Town: Dundalk

NUTS code: IE Éire / Ireland

Country: Ireland

E-mail: [declanmurphy@servisource.ie](mailto:declanmurphy@servisource.ie)

Telephone: +353 0429352723

Fax: +353 0429352724

Internet address: <http://www.servisource.ie>

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 110 000,00 EUR

Total value of the contract/lot: 110 000,00 EUR

#### **V.2.5. Information about subcontracting**

## **Section VI: Complementary information**

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### **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**

13/10/2016