

Ireland-Dublin: Call centre
OJ S 135/2022 15/07/2022
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Competition and Consumer Protection Commission (CCPC)

National registration number: N/A

Postal address: Bloom House, Railway Street

Town: Dublin 1

NUTS code: IE061 Dublin

Postal code: Co.Dublin

Country: Ireland

Contact person: Margaret Zdun

E-mail: margaretzdun@ccpc.ie

Telephone: +353 14025568

Internet address(es):

Main address: www.cpc.ie

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/110732>

I.4. Type of the contracting authority

National or federal agency/office

I.5. Main activity

Other activity: Regulator

Section II: Object

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

The Provision of Contact Management Services

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

The Contracting Authority hereby invites experienced Service Providers to submit tenders in respect of the provision of Contact Management Services (the "Services") as specified in Schedule 1, in accordance with this request for tenders ("RFT").

The purpose of this RFT is:

- (a) to set out the terms and conditions of the Competition to select a suitable economic operator to provide the Services;
- (b) to provide the form of Contract for the provision of the Services; and
- (c) to invite interested parties to participate in the Competition by making certain submissions to the Contracting Authority.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 3 900 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79510000 Telephone-answering services

II.2.3. Place of performance

NUTS code: IE061 Dublin

Main site or place of performance: Dublin

II.2.4. Description of the procurement

The Contracting Authority hereby invites experienced Service Providers to submit tenders in respect of the provision of Contact Management Services (the "Services") as specified in Schedule 1, in accordance with this request for tenders ("RFT").

The purpose of this RFT is:

- (a) to set out the terms and conditions of the Competition to select a suitable economic operator to provide the Services;
- (b) to provide the form of Contract for the provision of the Services; and
- (c) to invite interested parties to participate in the Competition by making certain submissions to the Contracting Authority.

II.2.5. Award criteria

Quality criterion - Name: Approach to Transition / Weighting: 30

Quality criterion - Name: On-going delivery / Weighting: 140

Quality criterion - Name: IT, Telephony and Business Continuity Solution / Weighting: 190

Quality criterion - Name: Quality and performance improvement / Weighting: 170

Quality criterion - Name: People management and development / Weighting: 140

Quality criterion - Name: Reporting and forecasting / Weighting: 30

Cost criterion - Name: Total Costs (ex VAT) (2022 - 2028) for handling up to 45,000 contacts (Basic Charge) / Weighting: 200

Cost criterion - Name: Total Costs (ex VAT) (2022-2028) for Supplementary Charge (where between 45,001 and 58,500 contacts are handled) / Weighting: 50

Cost criterion - Name: Total Costs (ex VAT) (2022-2028) for Supplementary Charge (where between 58,501-70,000 contacts are handled) / Weighting: 20

Cost criterion - Name: Total Costs (ex VAT) (2022-2028) for CRM development drawdown days / 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

please refer to RFT

Section IV: Procedure

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: [2022/S 071-189742](#)

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

Contract No: 1

Title:

The Provsion of Contact Management Services

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

11/07/2022

V.2.2. Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

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

V.2.3. Name and address of the contractor

Official name: Fexco Limited

National registration number: Company Number 167573

Postal address: Fexco Centre, Iveragh Road

Town: Killorglin
NUTS code: IE0 Ireland
Country: Ireland
Telephone: +353 669798431
Internet address: www.fexco.com
The contractor is an SME: no

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

Total value of the contract/lot: 3 900 000,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

Please refer to the RFT

VI.4. Procedures for review

VI.4.1. Review body

Official name: High Court

Town: Dublin

Country: Ireland

VI.5. Date of dispatch of this notice

12/07/2022