

Ireland-Kildare: Administrative services for business operations
OJ S 224/2013 19/11/2013
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: The Teaching Council
Postal address: Block A, Maynooth Business Campus, Maynooth
Town: Kildare
Country: Ireland
For the attention of: Harry McGeary
E-mail: harry.mcgeary@teachingcouncil.ie

I.2. Type of the contracting authority

National or federal agency/office

I.3. Main activity

Education

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

Managed Services 2013 - Provision of Contact Centre and Administration Services.

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

Services
NUTS code

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 provision of an in-sourced, managed services arrangement, hosted within the Teaching Council's premises in Maynooth. The service will be dedicated to providing a range of administration activities, to include:

-Telephone call handling relating to application status; requests for forms; renewals; complaints; general queries etc.

-Email and correspondence relating to straightforward and routine items.

-Administration activity relating to:

Processing registrations;

Coordinating Garda vetting;

Ongoing monitoring and follow up of registration conditions;

Maintaining and updating register;

Post room.

II.1.5. CPV code(s)

75112000 Administrative services for business operations, 75100000 Administration services, 79510000 Telephone-answering services, 79512000 Call centre

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

The procurement is covered by the Government Procurement Agreement: no

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

Including VAT. VAT rate (%) 23,50

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. Set-up and Transition. Weighting 12
2. Ongoing Management. Weighting 19
3. Recruitment, Staff Retention and Engagement. Weighting 11
4. Training and Development. Weighting 9
5. Quality Management and Performance Improvement. Weighting 10
6. Forecasting and Flexibility. Weighting 9
7. Cost. Weighting 30

IV.2.2. Information about electronic auction

An electronic auction has been used: no

IV.3. Administrative information**IV.3.1. File reference number attributed by the contracting authority****IV.3.2. Previous publication concerning this procedure**

no

Section V: Award of contract

Contract No: 1

Lot No: 1

- Lot title: Provision of Contact Centre and Administration Services

V.1. Date of conclusion of the contract

12.11.2013

V.2. Information about tenders

Number of tenders received: 10

V.3. Name and address of the contractor

Official name: Abtran

Postal address: Building 4, University Technology Centre, Curaheen Road, Cork

Town: Bishopstown

Country: Ireland

E-mail: info@abtran.com

Internet address: <http://www.abtran.com>

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

If annual or monthly value:

Number of years: 3

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Section VI: Complementary information

VI.1. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.2. Additional information

V.4) Information on value of contract

Initial estimated total value of the contract

Currency: EUR

Excluding VAT

Total final value of the contract

Currency: EUR

Excluding VAT

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

18.11.2013