

Ireland-Dublin: Business and management consultancy and related services

OJ S 149/2023 04/08/2023

Contract award notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Fáilte Ireland-National Tourism Development Authority

National registration number: N/A

Postal address: 88-95 Amiens Street

Town: Dublin

NUTS code: IE Éire / Ireland

Postal code: D01WR86

Country: Ireland

Contact person: Sabrina Jones

E-mail: Procurement@failteireland.ie

Telephone: +353 18847783

Internet address(es):Main address: www.failteireland.ieAddress of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1169>**I.4. Type of the contracting authority**

Body governed by public law

I.5. Main activity

General public services

Section II: Object

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

Provision of Services for the National Quality Assurance Framework of Tourism

Accommodation

Reference number: AR/2023/01

II.1.2. Main CPV code

79400000 Business and management consultancy and related services

II.1.3. Type of contract

Services

II.1.4. Short description

Fáilte Ireland are inviting interested parties to tender for 'The Provision of Services for the National Quality Assurance Framework of Tourism Accommodation' contract. The purpose of the contract is to manage and administer the quality assurance process for tourism accommodation businesses within the National Quality Assurance Framework (NQAF.)

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 8 000 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79400000 Business and management consultancy and related services

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

II.2.4. Description of the procurement

Fáilte Ireland are inviting interested parties to tender for 'The Provision of Services for the National Quality Assurance Framework of Tourism Accommodation' contract. The purpose of the contract is to manage and administer the quality assurance process for tourism accommodation businesses within the National Quality Assurance Framework (NQAF.)

II.2.5. Award criteria

Quality criterion - Name: Fitness for Purpose of the Proposed Solution / Weighting: 20

Quality criterion - Name: Overall Merit of the Human Resources Proposed / Weighting: 20

Quality criterion - Name: Mobilisation, Contract Management & Reporting / Weighting: 20

Cost criterion - Name: Ultimate Cost / Weighting: 40

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

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: [2023/S 056-164898](#)

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:

Provision of Services for the National Quality Assurance Framework of Tourism Accommodation

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

31/07/2023

V.2.2. Information about tenders

Number of tenders received: 2

Number of tenders received by electronic means: 2

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

V.2.3. Name and address of the contractor

Official name: Capita Customer Solutions Limited

National registration number: 377757

Postal address: Unit B, West Cork Business and Technology Park

Town: Clonakilty

NUTS code: IE Éire / Ireland

Postal code: Cork

Country: Ireland

E-mail: kieran.platt@capita.com

Telephone: +353 864110186

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

The contractor is an SME: no

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

Total value of the contract/lot: 8 000 000,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

1) Interested parties must register their interest on the eTenders web site (www.etenders.gov.ie) in order to be included on the mailing list for clarifications. All information relating to attachments, including clarifications and changes, will be published on the Irish Government Procurement Opportunities Portal (www.etenders.gov.ie) only. Registration is free of charge.

The contracting authority will not accept responsibility for information relayed (or not relayed) via third parties

2) This is the sole call for competition for this service.

3) The contracting authority will not be responsible for any costs, charges or expenses incurred by candidates, participants or tenderers.

4) Establishment of this contract will be subject to the approval of the competent authorities.

5) If for any reason it is not possible to conclude the contract with the designated successful tenderer emerging from this competitive process; or if having concluded contract the contracting authority considers that the successful tenderer has not met, or cannot meet its obligations; the contracting authority reserves the right to contract with the next highest scoring tenderer on the basis of the same terms at any time during the tender validity period. This shall be without prejudice to the right of the contracting authority to cancel this competitive process and/or initiate a new contract award procedure at its sole discretion.

6) At its absolute discretion, the contracting authority may elect to terminate this procurement process, at any time.

7) Without prejudice to the principle of equal treatment, the contracting authority is not obliged to engage in a clarification process in respect of tender responses/questionnaires with missing or incomplete information. Therefore, tenderers/candidates are advised to ensure that they return FULLY COMPLETED tenders/questionnaires in order to avoid the risk of elimination from the competition at the evaluation/application stage.

VI.4. Procedures for review

VI.4.1. Review body

Official name: High Court

Postal address: Chief Registrar, The Four Courts

Town: Dublin

Postal code: 7

Country: Ireland

Telephone: +353 18886000

Internet address: www.courts.ie

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

The contracting authority will not conclude this contract to which a standstill period applies in accordance with Irish Statutory Instrument SI 130 of 2010, until after the expiry of the standstill period which commences on the day following the date of notification of concerned candidates and tenderers. The duration of the standstill period will be 14 calendar days where notifications are sent electronically or by fax and 16 calendar days where these are sent by any other means. The Statutory Instrument mentioned above provides that review procedures are available in the High Court to a person who has or has had an interest in obtaining the contract and alleges that he or she has been harmed or is at risk of being harmed by an infringement of the law in relation to that contract.

VI.5. Date of dispatch of this notice

01/08/2023