

Ireland-Cork: Call centre
OJ S 199/2021 13/10/2021
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Central Statistics Office
National registration number: N/A
Postal address: Skehard Road, Mahon
Town: Cork
NUTS code: IE Éire / Ireland
Postal code: Cork
Country: Ireland
Contact person: Olivia Brady
E-mail: Olivia.Brady@cso.ie
Telephone: +353 18951345

Internet address(es):

Main address: www.cso.ie
Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/285>

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/rwlenrance_s.asp?PID=199372&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/rwlenrance_s.asp?PID=199372&B=ETENDERS_SIMPLE

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

National or federal agency/office

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Provision of Call Centre Helpline Services
Reference number: CENFIELD2022

II.1.2.

Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Provision of a Public Call Centre Helpline Service for Census 2022

II.1.5. Estimated total value

Value excluding VAT: 50 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

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

72253000 Helpdesk and support services, 72253100 Helpdesk services, 79510000 Telephone-answering services, 79511000 Telephone operator 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

Provision of a Public Call Centre Helpline Service for Census 2022

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: 50 000,00 EUR

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

Duration in days: 35

This contract is subject to renewal: no

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**

III.1. Conditions for participation**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

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.2.2. Time limit for receipt of tenders or requests to participate

Date: 22/11/2021 Local time: 12:00

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

Duration in months: 4 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 22/11/2021 Local time: 12:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

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: High Court

Postal address: Dublin 7

Town: Dublin

Country: Ireland

E-mail: HighCourtCentralOffice@courts.ie

Internet address: www.courts.ie

VI.5. Date of dispatch of this notice

08/10/2021