

Ireland-Dublin: Technical analysis or consultancy services

OJ S 168/2023 01/09/2023

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Commission for Regulation of Utilities

Postal address: The Exchange, Belgard Sq North, Tallaght

Town: Dublin

NUTS code: IE Éire / Ireland

Postal code: D24 PXW0

Country: Ireland

Contact person: Katarina Holohan

E-mail: procurement@cru.ie

Telephone: +353 14000800

Internet address(es):Main address: <https://www.etenders.gov.ie>Address of the buyer profile: <https://www.etenders.gov.ie>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.etenders.gov.ie/>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.etenders.gov.ie/>Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: <https://www.etenders.gov.ie/>**I.4. Type of the contracting authority**

Body governed by public law

I.5. Main activity

Other activity: Regulatory Body

Section II: Object

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

Provision of Consultancy Support to the CRU's Customer Care Team (CCT) Dispute Resolution Function

II.1.2. Main CPV code

71621000 Technical analysis or consultancy services

II.1.3. Type of contract

Services

II.1.4. Short description

The Commission for Regulation of Utilities (“CRU”) is Ireland’s independent energy and water regulator. Our work impacts Irish homes and businesses ensuring safe, secure and sustainable energy and water supplies for all customers. The CRU’s mission is to protect the public interest in Water, Energy and Energy Safety. The CRU is guided by four strategic priorities that sit alongside the core activities we undertake to deliver on the public interest. These are: • Ensure security of supply • Drive a low carbon future • Empower and protect customers • Enable our people and organisational capacity Further information on the CRU’s role and relevant legislation can be found on the CRU’s website at www.cru.ie The Customer Care Team (CCT) sits in the Customer Policy and Protection, Legal division of the CRU. The team is responsible for delivering two key statutory functions for the CRU: • Providing the commission’s dispute resolution service for unresolved disputes between final customers and service providers. This obligation is set out in Section 7 of S.I. No. 463 of 2011 and Section 8 of the Water Services Act 2014. • Acting as a single point of contact to provide final customers with necessary information concerning their statutory rights in relation to engaging with energy undertakings and obligations of said undertakings, among other things. This obligation is set out in full in Section 8 of S.I. No. 463 of 2011. The CCT requires the specialist external support to assist in the investigation of complaint cases and to assist the team in reducing the current backlog. The successful tenderer should ideally be available to start immediately on the conclusion of this competition (currently estimated as late October 2023), providing two days of support per week for a minimum of 12 months. There is an option to extend these services by six months on two occasions (i.e., maximum 24 month contract), at the discretion of the CRU and with the agreement of the successful tenderer. The successful tenderer will have access to the CCT’s CRM system (Microsoft Dynamics). Through this system they will be assigned cases for investigation. The CCT usually investigate cases in the order in which they joined the queue for investigation. However, depending on the experience of the successful tenderer, specific cases may be directed to them for investigation. They will be expected to manage a caseload of between five and ten complaint cases at a time. Key activities involved in investigating a case will include: • Analysing information provided by the customer and relevant provider(s), and engaging with either party to ascertain additional information if relevant. • Drafting proposed decisions that summarise key facts of the case and the CRU’s proposed determination. • Liaising with the appointed CRU investigating officer to agree proposed decision (to uphold or not uphold the case, and any proposed compensation) for cases as appropriate. • Drafting final decisions taking any further comments received into account. • Using the CCT’s case management system to record case documentation in line with team procedures

II.1.5. Estimated total value

Value excluding VAT: 233 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

66170000 Financial consultancy, financial transaction processing and clearing-house services,

79400000 Business and management consultancy and related services, 79342300 Customer services, 79342320 Customer-care services, 79500000 Office-support services, 72253000 Helpdesk and support services, 79512000 Call centre

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

NUTS code: IE061 Dublin

Main site or place of performance: Dublin

II.2.4. Description of the procurement

The Commission for Regulation of Utilities (“CRU”) is Ireland’s independent energy and water regulator. Our work impacts Irish homes and businesses ensuring safe, secure and sustainable energy and water supplies for all customers. The CRU’s mission is to protect the public interest in Water, Energy and Energy Safety. The CRU is guided by four strategic priorities that sit alongside the core activities we undertake to deliver on the public interest. These are: • Ensure security of supply • Drive a low carbon future • Empower and protect customers • Enable our people and organisational capacity Further information on the CRU’s role and relevant legislation can be found on the CRU’s website at www.cru.ie The Customer Care Team (CCT) sits in the Customer Policy and Protection, Legal division of the CRU. The team is responsible for delivering two key statutory functions for the CRU: • Providing the commission’s dispute resolution service for unresolved disputes between final customers and service providers. This obligation is set out in Section 7 of S.I. No. 463 of 2011 and Section 8 of the Water Services Act 2014. • Acting as a single point of contact to provide final customers with necessary information concerning their statutory rights in relation to engaging with energy undertakings and obligations of said undertakings, among other things. This obligation is set out in full in Section 8 of S.I. No. 463 of 2011. The CCT requires the specialist external support to assist in the investigation of complaint cases and to assist the team in reducing the current backlog. The successful tenderer should ideally be available to start immediately on the conclusion of this competition (currently estimated as late October 2023), providing two days of support per week for a minimum of 12 months. There is an option to extend these services by six months on two occasions (i.e., maximum 24 month contract), at the discretion of the CRU and with the agreement of the successful tenderer. The successful tenderer will have access to the CCT’s CRM system (Microsoft Dynamics). Through this system they will be assigned cases for investigation. The CCT usually investigate cases in the order in which they joined the queue for investigation. However, depending on the experience of the successful tenderer, specific cases may be directed to them for investigation. They will be expected to manage a caseload of between five and ten complaint cases at a time. Key activities involved in investigating a case will include: • Analysing information provided by the customer and relevant provider(s), and engaging with either party to ascertain additional information if relevant. • Drafting proposed decisions that summarise key facts of the case and the CRU’s proposed determination. • Liaising with the appointed CRU investigating officer to agree proposed decision (to uphold or not uphold the case, and any proposed compensation) for cases as appropriate. • Drafting final decisions taking any further comments received into account. • Using the CCT’s case management system to record case documentation in line with team procedures

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Quality of Approach to Service Delivery / Weighting: 40

Quality criterion - Name: Technical Merit of Proposed Resources / Weighting: 30

Cost criterion - Name: Cost / Weighting: 30

II.2.6. Estimated value

Value excluding VAT: 233 000,00 EUR

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

Duration in months: 12

This contract is subject to renewal: yes

Description of renewals:

The contract will be awarded for a twelve (12) month period with the option to extend for a further six (6) month period with a maximum of 2 such extensions.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

The contract will be awarded for a twelve (12) month period with the option to extend for a further six (6) month period with a maximum of 2 such extensions.

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

As stated in procurement documents available to download from www.etenders.gov.ie using Resources ID CFT 2297487.

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

As stated in procurement documents available to download from www.etenders.gov.ie using Resources ID CFT 2297487.

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

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

As stated in procurement documents available to download from www.etenders.gov.ie using Resources ID CFT 2297487.

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: 03/10/2023 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: 24 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 03/10/2023 Local time: 12:30

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

As stated in procurement documents available to download from www.etenders.gov.ie using Resources ID CFT 2297487.

VI.4. Procedures for review**VI.4.1. Review body**

Official name: The High Court

Postal address: Inns Quay

Town: Dublin

Postal code: 7

Country: Ireland

E-mail: highcourtcentraloffice@courts.ie

Internet address: <https://www.courts.ie/>

VI.5. Date of dispatch of this notice

29/08/2023