

Ireland-Dublin: Communication software package

OJ S 178/2023 15/09/2023

Contract notice

Supplies

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Citizens Information Board

Postal address: Ground Floor, George's Quay House, 43 Townsend Street, Dublin 2

Town: Dublin

NUTS code: IE Éire / Ireland

Postal code: D02 VK65

Country: Ireland

Contact person: Shona Geraghty

E-mail: shona.geraghty@ciboard.ie

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 to the abovementioned address

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

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Tender for the provision of a Call Centre Technology Platform Solution for the Citizens Information Board's three (3) Call Centres

II.1.2. Main CPV code

48510000 Communication software package

II.1.3. Type of contract

Supplies

II.1.4. Short description

The service comprises a call centre technology platform for CIB's three current call centres. Tenderers are required to implement a managed contact centre solution for CIB's cross-channel customer Contact Centres. These channels include voice, VoIP, email, fax, video chat, SMS/text, and social media platforms. The proposed solution must serve our contact centre's current needs and should be capable of accommodating future service expansion (Video, SMS, web apps, Instant messaging etc.) and provide multi-channel engagement.

II.1.5. Estimated total value

Value excluding VAT: 1 200 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

32500000 Telecommunications equipment and supplies, 32429000 Telephone network equipment

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

II.2.4. Description of the procurement

The service comprises a call centre technology platform for CIB's three current call centres. Tenderers are required to implement a managed contact centre solution for CIB's cross-channel customer Contact Centres. These channels include voice, VoIP, email, fax, video chat, SMS/text, and social media platforms. The proposed solution must serve our contact centre's current needs and should be capable of accommodating future service expansion (Video, SMS, web apps, Instant messaging etc.) and provide multi-channel engagement.

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: 1 200 000,00 EUR

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

Duration in months: 60

This contract is subject to renewal: yes

Description of renewals:

The Contracting Authority has made provision for two (2) extensions of up to twelve (12) months each. The Contract may be renewed by way of a tender in lieu of or on completion of any extension.

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

List and brief description of conditions:

See tender documents.

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

See Contract Document.

III.2.3. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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: 18/10/2023 Local time: 15:00

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: 6 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 18/10/2023 Local time: 15:30

Place:

Online

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

The Contracting Authority has made provision for two (2) extensions of up to twelve (12) months each. The Contract may be renewed by way of a tender in lieu of or on completion of any extension.

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: The High Court

Postal address: Inns Quay

Town: Dublin

Postal code: Dublin 7

Country: Ireland

VI.5. Date of dispatch of this notice

11/09/2023