

Ireland-Sligo: Customer survey services
OJ S 232/2020 27/11/2020
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Department of Employment Affairs and Social Protection

National registration number: N/A

Postal address: College Road

Town: Sligo

NUTS code: IE Éire / Ireland

Country: Ireland

Contact person: Eimear Sullivan

E-mail: eimear.sullivan@welfare.ie

Telephone: +353 719148557

Internet address(es):

Main address: <https://www.gov.ie/en/organisation/departement-of-social-protection/>

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/349>

I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

Social protection

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

The provision of Customer Service Benchmark Reporting

II.1.2. Main CPV code

79342310 Customer survey services

II.1.3. Type of contract

Services

II.1.4. Short description

The production of an annual quantitative and qualitative customer service/satisfaction survey and report for the contracting authority to include in-depth analysis of customer satisfaction with the Department of Employment Affairs and Social Protection's services in a comparative context.

II.1.6.

Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 75 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79311000 Survey services, 79311300 Survey analysis services, 79342311 Customer satisfaction survey

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

II.2.4. Description of the procurement

The production of an annual quantitative and qualitative customer service/satisfaction survey and report for the contracting authority to include in-depth analysis of customer satisfaction with the Department of Employment Affairs and Social Protection's services in a comparative context.

II.2.5. Award criteria

Quality criterion - Name: Detailed statement of suitability, approach and methodology /

Weighting: 400

Quality criterion - Name: Composition and quality of proposed team / Weighting: 200

Cost criterion - Name: Cost of delivery of annual report / Weighting: 350

Cost criterion - Name: Hourly cost of consultancy hours / Weighting: 50

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: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2019/S 242-594853](#)

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:

The provision of Customer Service Benchmark Reporting

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

03/03/2020

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: RED C Research and Marketing Ltd

National registration number: ie6391854v

Postal address: Ground Floor, Block G, Eastpoint Busines Park

Town: Dublin

NUTS code: IE Éire / Ireland

Country: Ireland

E-mail: bryan@redcresearch.ie

Telephone: +353 18186316

Internet address: <http://www.redcresearch.ie>

The contractor is an SME: no

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

Total value of the contract/lot: 75 000,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: High Court

Postal address: Ground Floor, East Wing, Four Courts, Inns Quay

Town: Dublin 7

Country: Ireland

E-mail: HighCourtCentralOffice@courts.ie

Telephone: +353 18886458

VI.5.

Date of dispatch of this notice

24/11/2020