

Ireland-Sligo: Call centre
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: Donn Maguire

E-mail: donn.maguire@welfare.ie

Telephone: +353 17042095

Internet address(es):

Main address: <https://www.gov.ie/en/organisation/departments-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 Consultancy to Support the Planning, Design and Configuration of a New Pilot Customer Contact Centre and Related Consultancy Supports

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

The provision of expert consultancy to DEASP to support the design, structure and processes for new and existing customer contact centres within DEASP, with a view to delivering measureable improvements in the quality of the customer experience provided by DEASP.

II.1.6.

Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 120 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

64210000 Telephone and data transmission services, 64214200 Telephone switchboard services, 64220000 Telecommunication services except telephone and data transmission services, 79500000 Office-support services, 79511000 Telephone operator services

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

II.2.4. Description of the procurement

The provision of expert consultancy to DEASP to support the design, structure and processes for new and existing customer contact centres within DEASP, with a view to delivering measureable improvements in the quality of the customer experience provided by DEASP.

II.2.5. Award criteria

Quality criterion - Name: Quality, comprehensiveness and suitability of the proposed approach and methodology to delivering the service requirements / Weighting: 350

Quality criterion - Name: Composition and quality of proposed team / Weighting: 250

Price - Weighting: 400

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: [2020/S 010-019615](#)

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 Consultancy to Support the Planning, Design and Configuration of a New Pilot Customer Contact Centre and Related Consultancy Supports

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

13/11/2020

V.2.2. Information about tenders

Number of tenders received: 6

Number of tenders received by electronic means: 6

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

V.2.3. Name and address of the contractor

Official name: BearingPoint Ireland

National registration number: IE 9761673F

Postal address: Montague House, Adelaide Road

Town: Dublin 2

NUTS code: IE Éire / Ireland

Country: Ireland

E-mail: andrew.montgomery@bearingpoint.com

Telephone: +353 14181176

Fax: +353 14181500

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

The contractor is an SME: no

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

Total value of the contract/lot: 120 000,00 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: Four Courts, Inns Quay

Town: Dublin 7

Country: Ireland

E-mail: HighCourtCentralOffice@courts.ie

VI.5. Date of dispatch of this notice

24/11/2020