

**Ireland-Sligo: Customer survey services**

OJ S 242/2019 16/12/2019

**Contract notice****Services****Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**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

Postal code: IE

Country: Ireland

Contact person: Donn Maguire

E-mail: [donn.maguire@welfare.ie](mailto:donn.maguire@welfare.ie)

Telephone: +353 17042095

**Internet address(es):**Main address: <http://www.welfare.ie>Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/349>**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=159614&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=159614&B=ETENDERS_SIMPLE)[PID=159614&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=159614&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=159614&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=159614&B=ETENDERS_SIMPLE)

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

**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**

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**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.1.5. Estimated total value**

Value excluding VAT: 125 000,00 EUR

### **II.1.6. Information about lots**

This contract is divided into lots: no

## **II.2. Description**

### **II.2.2. Additional CPV code(s)**

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**

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: 125 000,00 EUR

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

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

The contracting authority reserves the right to extend the term for a period of up to one (1) year with a maximum of 2 such extension on the same terms and conditions, subject to the contracting authority's obligations at law.

### **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**

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#### **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**

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

Date: 17/01/2020 Local time: 17:00

##### **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: 17/01/2020 Local time: 17:00

Place:

Online Tender Box

### **Section VI: Complementary information**

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#### **VI.1. Information about recurrence**

This is a recurrent procurement: no

#### **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  
Telephone: +353 18886000

**VI.5. Date of dispatch of this notice**  
11/12/2019