

Ireland-Dublin: Call centre  
OJ S 246/2022 21/12/2022  
Contract notice  
Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Commission for Communications Regulation (ComReg),

National registration number: 9614619A

Postal address: One Dockland Central, Guild Street, Dublin 1, Ireland, D01 E4X0

Town: Dublin

NUTS code: IE Éire / Ireland

Postal code: Dublin

Country: Ireland

Contact person: Karen Cumiskey

E-mail: [karen.cumiskey@comreg.ie](mailto:karen.cumiskey@comreg.ie)

Telephone: +353 18049600

Fax: +353 18049665

**Internet address(es):**

Main address: <https://www.comreg.ie/>

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/559>

**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/rwlentrance\\_s.asp?PID=230902&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=230902&B=ETENDERS_SIMPLE)

[PID=230902&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=230902&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/rwlentrance\\_s.asp?PID=230902&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=230902&B=ETENDERS_SIMPLE)

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

**I.4. Type of the contracting authority**

Other type: Public Body

**I.5. Main activity**

Other activity: regulation of the electronic communications sector

**Section II: Object**

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

Request for Tenders for provision of Customer Contact Management Services

Reference number: ComReg T09466

### **II.1.2. Main CPV code**

79512000 Call centre

### **II.1.3. Type of contract**

Services

### **II.1.4. Short description**

Request for Tenders (RFT) for provision of Customer Contact Management Services.

- ComReg is seeking a tenderer with a proven track record to provide a ComReg branded managed customer care service for consumers of electronic communications services (“ECS”) premium rate services (“PRS”), and Postal services
- In summary the service involves dealing with all consumer contacts (residential and business consumers) to ComReg and service provider contacts in relation to complaints raised with providers on behalf of individual consumers
- This includes handling queries (requests for information in relation to the sectors we regulate) and managing complaints from consumers and communications with service providers in respect of electronic communications services (“ECS”), premium rate services (“PRS”) and postal services

For Full details please refer to Procurement Documentation uploaded to this RFT # 229999

### **II.1.5. Estimated total value**

Value excluding VAT: 3 500 000,00 EUR

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

This contract is divided into lots: no

## **II.2. Description**

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

79000000 Business services: law, marketing, consulting, recruitment, printing and security,  
79342300 Customer services, 79500000 Office-support services

### **II.2.3. Place of performance**

NUTS code: IE Éire / Ireland

### **II.2.4. Description of the procurement**

Request for Tenders (RFT) for provision of Customer Contact Management Services.

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- In summary the service involves dealing with all consumer contacts (residential and business consumers) to ComReg and service provider contacts in relation to complaints raised with providers on behalf of individual consumers.
- This includes handling queries (requests for information in relation to the sectors we regulate) and managing complaints from consumers and communications with service providers in respect of electronic communications services (“ECS”), premium rate services (“PRS”) and postal services.

For Full details please refer to Procurement Documentation uploaded to this RFT # 229999

### **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: 3 500 000,00 EUR

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

Duration in months: 48

This contract is subject to renewal: no

**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**

For Full details please refer to Procurement Documentation uploaded to this RFT # 229999 including 1.3 and 1.4 of the RFT which states the Term of the Contract as four years and advises that ComReg reserves the right to extend the Term for a period or periods of up to 12 months with a maximum of three such extensions on the same terms and conditions, subject to ComReg's obligations at law.

**Section III: Legal, economic, financial and technical information**

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**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:

Please refer to Procurement Documentation uploaded to Contract Notice RFT#229999  
<https://www.etenders.gov.ie/>

**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.2.1. Information about a particular profession**

Execution of the service is reserved to a particular profession Reference to the relevant law, regulation or administrative provision:

Please refer to Procurement Documentation uploaded to Contract Notice RFT#229999  
<https://www.etenders.gov.ie/>

**III.2.2. Contract performance conditions**

Please refer to Procurement Documentation uploaded to Contract Notice RFT#229999  
<https://www.etenders.gov.ie/>

**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**

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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: yes

#### **IV.2. Administrative information**

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

Date: 06/02/2023 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: 06/02/2023 Local time: 17:00

Place:

Please refer to procurement documentation on Contract Notice RFT # 229999 <https://www.etenders.gov.ie/>

Information about authorised persons and opening procedure: At least two ComReg officials are required to unlock the e-postbox

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

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

This is a recurrent procurement: no

#### **VI.2. Information about electronic workflows**

Electronic ordering will be used

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 of Ireland

Town: Dublin

Country: Ireland

**VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

Please consult your own legal advisors.

**VI.5. Date of dispatch of this notice**

16/12/2022