

Ireland-Dublin: Call centre
OJ S 242/2023 15/12/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Bus Eireann/Irish Bus

National registration number: N/A

Postal address: 21 Phibsboro Road

Town: Dublin 7

NUTS code: IE Éire / Ireland

Postal code: Broadstone

Country: Ireland

Contact person: Ciara Wynne

E-mail: ciara.wynne@buseireann.ie

Telephone: +353 017033412

Internet address(es):

Main address: www.buseireann.ie

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/374>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Other activity: Transport

Section II: Object

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

School Bus Call Centre

Reference number: BE.SE.05.01.2023

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Provision of services for School Bus Call Centre

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 1 200 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79512000 Call centre

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

II.2.4. Description of the procurement

Provision of services for School Bus Call Centre

II.2.5. Award criteria

Price

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

Competitive procedure with negotiation

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: [2023/S 023-066038](#)

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:

School Bus Call Centre

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

15/05/2023

V.2.2. Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

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

V.2.3. Name and address of the contractor

Official name: Field Management Ireland Limited

Town: Dublin

NUTS code: IE Éire / Ireland

Country: Ireland

The contractor is an SME: yes

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

Total value of the contract/lot: 1 200 000,00 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: Bus Eireann

Town: Dublin

Country: Ireland

VI.5. Date of dispatch of this notice

11/12/2023