

IRELAND - CALL CENTRE - SERVICES FOR THE NATIONAL ENVIRONMENTAL COMPLAINTS LINE (NECL) AND RADON PHONE LINE

Contract or concession notice – standard regime

1. Buyer

1.1 Buyer

Official name: Environmental Protection Agency

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Environmental protection

2. Procedure

2.1 Procedure

Title: Services for the National Environmental Complaints Line (NECL) and Radon phone line

Description: The EPA intends establishing a single party framework for provision of Services for the National Environmental Complaints Line (NECL) and Radon phone lines. tenders may be submitted for one or more Lots. A single operator will be admitted to each Lot and associated framework. A company may be awarded either or both lots each of which will be evaluated on their individual merits.

Procedure identifier: 3c0d210f-0749-47c6-8f07-1480278189fc

Type of procedure: Open

The procedure is accelerated: No

2.1.1 Purpose

Nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 79311210 Telephone survey services

Additional classification (cpv): 64211000 Public-telephone services

Additional classification (cpv): 72253100 Helpdesk services

2.1.2 Place of performance

Country: Ireland

Anywhere in the given country

2.1.3 Value

Estimated value excluding VAT: 145,000 EUR

Maximum value of the framework agreement: 145,000 EUR

2.1.4 General information

Legal basis:

Directive 2014/24/EU

Directive 2014/24/EU -

2.1.5 Terms of procurement

Terms of submission:

Maximum number of lots for which one tenderer can submit tenders: 2

The tenderer must submit tenders for all lots

2.1.6 Grounds for exclusion

Purely national exclusion grounds: Selection criteria are set out in the Request for Tender Document.

5. Lot

5.1 Lot: LOT-0001

Title: Lot 1, the National Environmental Complaints Line (NECL)

Description: The EPA intends establishing a single party framework for provision of Services for the National Environmental Complaints Line (NECL) and Radon phone lines. tenders may be submitted for one or more Lots. A single operator will be admitted to each Lot and associated framework. A company may be awarded either or both lots each of which will be evaluated on their individual merits.

Internal identifier: 1

5.1.1 Purpose

Nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 79311210 Telephone survey services

Additional classification (cpv): 64211000 Public-telephone services

Additional classification (cpv): 72253100 Helpdesk services

5.1.2 Place of performance

Country: Ireland

Anywhere in the given country

Additional information:

5.1.5 Value

Estimated value excluding VAT: 145,000 EUR

Maximum value of the framework agreement: 145,000 EUR

5.1.6 General information

Reserved participation: Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA)

This procurement is also suitable for small and medium-sized enterprises (SMEs)

5.1.9 Selection criteria

Criterion:

Type: Other

Name: All Selection Criteria are set out in the Request for Tender Document

The criteria will be used to select the candidates to be invited for the second stage of the procedure

Information about the second stage of a two-stage procedure:

The buyer reserves the right to award the contract on the basis of the initial tenders without any further negotiations

5.1.11 Procurement documents

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=2774178>,

5.1.12 Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.etenders.gov.ie/epps/eawarding/showTenderList.do?resourceId=2774178>

Languages in which tenders or requests to participate may be submitted: English

Electronic catalogue: Not allowed

Tenderers may submit more than one tender

Deadline for receipt of tenders: 2024-01-09Z 17:00:00Z

Information about public opening:

Date/time: 2024-01-09Z 17:30:00Z

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=2774178>

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: Not yet known

Conditions relating to the performance of the contract: Details set out in the Request for Tender and Terms and Conditions

Electronic invoicing: Required

Electronic ordering will be used

Electronic payment will be used

5.1.15 Techniques

Framework agreement:

Framework agreement, partly without reopening and partly with reopening of competition

Information about the dynamic purchasing system

No dynamic purchase system

Electronic auction:

5.1.16 Further information, mediation and review

Review organisation: The High Court of Ireland

Organisation providing offline access to the procurement documents: Environmental Protection Agency

Organisation receiving requests to participate: Environmental Protection Agency

Organisation processing tenders: Environmental Protection Agency

5.1 Lot: LOT-0002

Title: Lot 2; the Radon line

Description: The EPA intends establishing a single party framework for provision of Services for the National Environmental Complaints Line (NECL) and Radon phone lines. tenders may be submitted for one or more Lots. A single operator will be admitted to each Lot and associated framework. A company may be awarded either or both lots each of which will be evaluated on their individual merits.

Internal identifier: 2

5.1.1 Purpose

Nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 79311210 Telephone survey services

Additional classification (cpv): 64211000 Public-telephone services

Additional classification (cpv): 72253100 Helpdesk services

5.1.2 Place of performance

Country: Ireland

Anywhere in the given country

Additional information:

5.1.5 Value

Estimated value excluding VAT: 145,000 EUR

Maximum value of the framework agreement: 145,000 EUR

5.1.6 General information

Reserved participation: Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA)

This procurement is also suitable for small and medium-sized enterprises (SMEs)

5.1.7 Strategic procurement

Approach to reducing environmental impacts: Other

5.1.9 Selection criteria

Criterion:

Type: Other

Name: Selection Criteria is set out in the Request for Tender Document.

The criteria will be used to select the candidates to be invited for the second stage of the procedure

Information about the second stage of a two-stage procedure:

The buyer reserves the right to award the contract on the basis of the initial tenders without any further negotiations

5.1.11 Procurement documents

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=2774178>,

5.1.12 Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.etenders.gov.ie/epps/eawarding/showTenderList.do?resourceId=2774178>

Languages in which tenders or requests to participate may be submitted: English

Electronic catalogue: Not allowed

Tenderers may submit more than one tender

Deadline for receipt of tenders: 2024-01-09Z 17:00:00Z

Information about public opening:

Date/time: 2024-01-09Z 17:30:00Z

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCFTWS.do?resourceId=2774178>

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: Not yet known

Conditions relating to the performance of the contract: Details set out in the Request for Tender and terms and conditions.

Electronic invoicing: Required

Electronic ordering will be used

Electronic payment will be used

5.1.15 Techniques

Framework agreement:

Framework agreement, partly without reopening and partly with reopening of competition

Information about the dynamic purchasing system

No dynamic purchase system

Electronic auction:

5.1.16 Further information, mediation and review

Review organisation: The High Court of Ireland

Organisation providing offline access to the procurement documents: Environmental Protection Agency

Organisation receiving requests to participate: Environmental Protection Agency

Organisation processing tenders: Environmental Protection Agency

8. Organisations

8.1 ORG-0001

Official name: Environmental Protection Agency

Registration number: 6606490B

Postal address: Johnstown Castle Estate

Town: Wexford

Postcode: Y35 W821

Country: Ireland

Email: p.fanning@epa.ie

Telephone: 0539160600

Information exchange endpoint (URL): <https://www.epa.ie>

Buyer profile: <https://www.epa.ie>

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

Organisation receiving requests to participate

Organisation processing tenders

8.1 ORG-0002

Official name: The High Court of Ireland

Registration number: The High Court of Ireland
Department: The High Court of Ireland
Postal address: Four Courts, Inns Quay, Dublin 7
Town: Dublin
Postcode: D07 WDX8
Country: Ireland
Email: HighCourtCentralOffice@courts.ie
Telephone: +353 1 8886000
Roles of this organisation:
Review organisation

8.1 ORG-0003

Official name: European Dynamics S.A.
Registration number: 002024901000
Department: European Dynamics S.A.
Town: Athens
Country: Greece
Email: eproc-esender@eurodyn.com
Telephone: +30 2108094500
Roles of this organisation:
TED eSender

11. Notice information

11.1 Notice information

Notice identifier/version: 26b9e363-975e-4978-a694-72ad446b3dc2 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice dispatch date: 2023-11-28Z 17:10:49Z
Languages in which this notice is officially available: English

11.2 Publication information