

# IRELAND: CALL CENTRE GALWAY CITY COUNCIL - PROVISION OF SERVICES - OUT OF HOURS CALL ANSWERING SERVICE FOR GALWAY CITY COUNCIL

Contract or concession notice – standard regime

## 1 Buyer

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### 1.1 Buyer

*Official name:* Galway City Council\_268

*Legal type of the buyer:* Body governed by public law, controlled by a local authority

*Activity of the contracting authority:* General public services

## 2 Procedure

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### 2.1 Procedure

*Title:* Galway City Council - Provision of Services - Out of Hours Call Answering Service for Galway City Council

*Description:* Galway City Council is the authority responsible for local government in the city of Galway. Local Authorities provide a diverse range of public services across areas including housing; community; roads; transportation; urban planning; development; infrastructure; water; recreation and amenity; culture; and environment. These services are provided on a 24/7/365 basis. During normal working hours Galway City Council receives large volumes of calls relating to its services. Generally, there is an acceptance by members of the public that normal day to day enquiries relating to Local Authority services can only be made during normal office hours. Outside of normal hours there are occasions when members of the public need to urgently contact a Local Authority for a variety of reasons. This 'Request for Tenders' seeks a service provider that will answer and process Galway City Council's calls that occur Out of Hours.

*Procedure identifier:* 6d698c8e-bdc7-456a-b81b-5fccfae21de1

*Type of procedure:* Open

*The procedure is accelerated:* no

*Justification for the accelerated procedure:*

*Main features of the procedure:*

#### 2.1.1 Purpose

*Main nature of the contract:* Services

*Main classification (cpv):* 79512000 Call centre

*Additional classification (cpv):* 79510000 Telephone-answering services

*Additional classification (cpv):* 79500000 Office-support services

#### 2.1.3 Value

*Estimated value excluding VAT:* 75 000 Euro

*Maximum value of the framework agreement:* 75 000 Euro

#### 2.1.4 General information

*Legal basis:*

Directive 2014/24/EU

#### 2.1.5 Terms of procurement

*Terms of submission:*

*Maximum number of lots for which one tenderer can submit tenders:* 0

## 2.1.6 Grounds for exclusion

Purely national exclusion grounds:

5 Lot

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### 5.1 Lot technical ID: LOT-0001

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*Internal identifier:* 0

#### 5.1.1 Purpose

*Main nature of the contract:* Services

*Main classification (cpv):* 79512000 Call centre

*Additional classification (cpv):* 79510000 Telephone-answering services

*Additional classification (cpv):* 79500000 Office-support services

#### 5.1.5 Value

*Estimated value excluding VAT:* 75 000 Euro

*Maximum value of the framework agreement:* 75 000 Euro

#### 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):* yes

#### 5.1.7 Strategic procurement

#### 5.1.9 Selection criteria

*Criterion:*

*Type:* Economic and financial standing

#### 5.1.11 Procurement documents

*Languages in which the procurement documents are officially available:* English

*Languages in which the procurement documents (or their parts) are unofficially available:* English

*Address of the procurement documents:* <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=3683947>

#### 5.1.12 Terms of procurement

*Terms of submission:*

*Electronic submission:* Required

*Address for submission:* <https://www.etenders.gov.ie/epps/cft/viewTenders.do?resourceId=3683947>

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

*Electronic catalogue:* Not allowed

*Tenderers may submit more than one tender: Allowed*

*Deadline for receipt of tenders: 12/07/2024 12:00 +01:00*

*Information about public opening:*

*Opening date: 12/07/2024 12:30 +01:00*

*Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=3683947>*

*Terms of contract:*

*The execution of the contract must be performed within the framework of sheltered employment programmes: No*

*Electronic invoicing: Allowed*

*Electronic ordering will be used: no*

*Electronic payment will be used: yes*

#### **5.1.15 Techniques**

*Framework agreement:*

*No framework agreement*

*Information about the dynamic purchasing system:*

*No dynamic purchase system*

*Electronic auction: no*

#### **5.1.16 Further information, mediation and review**

*Review organisation: The High Court of Ireland*

*Organisation providing offline access to the procurement documents: Galway City Council\_268*

*Organisation receiving requests to participate: Galway City Council\_268*

*Organisation processing tenders: Galway City Council\_268*

*TED eSender: European Dynamics S.A.*

### **8 Organisations**

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#### **8.1 ORG-0001**

*Official name: Galway City Council\_268*

*Registration number: 0022193N*

*Postal address: Galway City Council*

*Town: Galway*

*Postcode: H91 X4K8*

*Country: Ireland*

*Email: [James.murphy@galwaycity.ie](mailto:James.murphy@galwaycity.ie)*

*Telephone: 091536400*

*Buyer profile: [www.galwaycity.ie](http://www.galwaycity.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](mailto: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](mailto:eproc-esender@eurodyn.com)  
Telephone: +30 2108094500  
Roles of this organisation:  
TED eSender

### 11 Notice information

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#### **11.1 Notice information**

Notice identifier/version: 1b801d44-0746-4c2b-b34c-e3802f2ffb39 - 01  
Form type: Competition  
Notice type: Contract or concession notice – standard regime  
Notice dispatch date: 21/06/2024 15:44 +01:00  
Languages in which this notice is officially available: English

#### **11.2 Publication information**