

# IRELAND: PROGRAMMING SERVICES OF APPLICATION SOFTWARE PROVISION OF MANAGEMENT SERVICES, DEVELOPMENT SERVICES AND MONITORING SERVICES OF POBAL TELEPHONY AND CONTACT CENTRES, AND ASSOCIATED SUPPORT AND SERVICES

Contract or concession notice – standard regime

## 1 Buyer

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### 1.1 Buyer

*Official name:* Pobal

*Legal type of the buyer:* Body governed by public law

*Activity of the contracting authority:* General public services

## 2 Procedure

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### 2.1 Procedure

*Title:* Provision of Management services, Development services and Monitoring services of Pobal Telephony and Contact Centres, and associated support and services

*Description:* Pobal seeks to establish a single party framework agreement with a suitably qualified tenderer for the support and enhancement of their Enterprise Telephony and Contact Centre infrastructure. The tenderer must be capable of supporting the existing infrastructure, facilitate the expansion of the present contact centre functionality, and also have proven capability to support Pobal with possible future enhancements such as AI technology. Pobal invite responses from suitably qualified tenderers to be appointed as their Enterprise Telephony and Contact Centre framework partner as per the specific requirements outlined below. (All Tender responses to be submitted in a zip file)

*Procedure identifier:* d76ac5f2-2e59-42cc-9159-6069df5c1759

*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):* 72212000 Programming services of application software

*Additional classification (cpv):* 72416000 Application service providers

*Additional classification (cpv):* 72421000 Internet or intranet client application development services

*Additional classification (cpv):* 72000000 IT services: consulting, software development, Internet and support

*Additional classification (cpv):* 72212100 Industry specific software development services

#### 2.1.3 Value

*Estimated value excluding VAT:* 1 500 000 Euro

*Maximum value of the framework agreement:* 150 000 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**

*Title:* Provision of Management services, Development services and Monitoring services of Pobal Telephony and Contact Centres, and associated support and services

*Description:* Pobal seeks to establish a single party framework agreement with a suitably qualified tenderer for the support and enhancement of their Enterprise Telephony and Contact Centre infrastructure. The tenderer must be capable of supporting the existing infrastructure, facilitate the expansion of the present contact centre functionality, and also have proven capability to support Pobal with possible future enhancements such as AI technology. Pobal invite responses from suitably qualified tenderers to be appointed as their Enterprise Telephony and Contact Centre framework partner as per the specific requirements outlined below. (All Tender responses to be submitted in a zip file)

*Internal identifier:* 0

#### **5.1.1 Purpose**

*Main nature of the contract:* Services

*Main classification (cpv):* 72212000 Programming services of application software

*Additional classification (cpv):* 72416000 Application service providers

*Additional classification (cpv):* 72421000 Internet or intranet client application development services

*Additional classification (cpv):* 72000000 IT services: consulting, software development, Internet and support

*Additional classification (cpv):* 72212100 Industry specific software development services

#### **5.1.5 Value**

*Estimated value excluding VAT:* 1 500 000 Euro

*Maximum value of the framework agreement:* 150 000 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

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

#### **5.1.7 Strategic procurement**

#### **5.1.9 Selection criteria**

*Criterion:*

Type: Other

#### **5.1.10 Award criteria**

*Criterion:*

Type: Quality

Name:

Description:

*Description of the method to be used if weighting cannot be expressed by criteria:*

*Justification for not indicating the weighting of the award criteria:*

#### **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=3775540>

#### **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=3775540>

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

Electronic catalogue: Not allowed

Variants: Not allowed

Tenderers may submit more than one tender: Allowed

Deadline for receipt of tenders: 08/07/2024 17:00 +01:00

Deadline until which the tender must remain valid: 12 Month

Information about public opening:

Opening date: 08/07/2024 17:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=3775540>

Terms of contract:

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

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

#### **5.1.15 Techniques**

Framework agreement:

Framework agreement, without reopening of competition

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: Pobal

Organisation receiving requests to participate: Pobal

Organisation processing tenders: Pobal

TED eSender: European Dynamics S.A.

## 8 Organisations

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### **8.1 ORG-0001**

Official name: Pobal

Registration number: Unknown

Postal address: Holbrook House, Holles Street, Dublin 2,

Town: Dublin

Postcode: D02 EY84

Country: Ireland

Contact point: Help desk

Email: [tenders@pobal.ie](mailto:tenders@pobal.ie)

Telephone: 015117000

Internet address: <https://www.pobal.ie/>

Buyer profile: <https://www.pobal.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: 113bfb69-ed8c-4bcc-a06d-0fa46b0d3a93 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 18/06/2024 10:44 +01:00

Languages in which this notice is officially available: English

### **11.2 Publication information**