

IRELAND: CALL CENTRE REQUEST FOR TENDERS TO ESTABLISH A MULTI SUPPLIER FRAMEWORK AGREEMENT FOR THE PROVISION OF MANAGED BUSINESS PROCESS SUPPORT SERVICES

Contract or concession notice – standard regime - Change

1 Buyer

1.1 Buyer

Official name: The Office of Government Procurement

Legal type of the buyer: Central government authority

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Request for Tenders to establish a Multi Supplier Framework Agreement for the provision of Managed Business Process Support Services

Description: The request for Tenders to establish a Multi-Supplier Framework Agreement for the provision of Managed Business Process Support Services consisting of Contact Management and Related Administrative Services (including incidental Customer Relationship Management (CRM), Market Survey Services, Postal and Mail Handling Services, Payments Processing and Appointments Scheduling Services, incidental Data Management Services, and incidental Document Management Services).

Procedure identifier: a3d8788e-b495-487e-bb08-639553adacfe

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): 72253000 Helpdesk and support services

Additional classification (cpv): 72253100 Helpdesk services

Additional classification (cpv): 64214200 Telephone switchboard services

Additional classification (cpv): 79310000 Market research services

Additional classification (cpv): 79311000 Survey services

Additional classification (cpv): 79311100 Survey design services

Additional classification (cpv): 79311200 Survey conduction services

Additional classification (cpv): 79311210 Telephone survey services

Additional classification (cpv): 79314000 Feasibility study

Additional classification (cpv): 79342310 Customer survey services

Additional classification (cpv): 64110000 Postal services

Additional classification (cpv): 22820000 Forms

Additional classification (cpv): 72300000 Data services

Additional classification (cpv): 72310000 Data-processing services

Additional classification (cpv): 72312000 Data entry services

Additional classification (cpv): 72313000 Data capture services

Additional classification (cpv): 79999200 Invoicing services
Additional classification (cpv): 48814200 Patient-administration system
Additional classification (cpv): 85112000 Hospital support services
Additional classification (cpv): 85100000 Health services
Additional classification (cpv): 79999000 Scanning and invoicing services
Additional classification (cpv): 64112000 Postal services related to letters
Additional classification (cpv): 79999100 Scanning services
Additional classification (cpv): 48311100 Document management system
Additional classification (cpv): 72512000 Document management services
Additional classification (cpv): 79131000 Documentation services
Additional classification (cpv): 79996100 Records management
Additional classification (cpv): 79995100 Archiving services
Additional classification (cpv): 92512100 Archive destruction services
Additional classification (cpv): 48329000 Imaging and archiving system
Additional classification (cpv): 72312200 Optical character recognition services
Additional classification (cpv): 72322000 Data management services
Additional classification (cpv): 64113000 Postal services related to parcels
Additional classification (cpv): 72316000 Data analysis services
Additional classification (cpv): 79400000 Business and management consultancy and related services
Additional classification (cpv): 79411100 Business development consultancy services
Additional classification (cpv): 79410000 Business and management consultancy services
Additional classification (cpv): 64121100 Mail delivery services
Additional classification (cpv): 79342300 Customer services
Additional classification (cpv): 79511000 Telephone operator services
Additional classification (cpv): 79500000 Office-support services
Additional classification (cpv): 64200000 Telecommunications services
Additional classification (cpv): 64210000 Telephone and data transmission services

2.1.2 Place of performance

Anywhere

2.1.3 Value

Estimated value excluding VAT: 155 000 000 Euro

Maximum value of the framework agreement: 155 000 000 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: 3

The tenderer must submit tenders for all lots

2.1.6 Grounds for exclusion

Purely national exclusion grounds:

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Lot 1: Contact Management and Related Administrative Services: For estimated contract values between €50,000 and ≤ €2 million

Description: The request for Tenders to establish a Multi-Supplier Framework Agreement for the provision of Managed Business Process Support Services consisting of Contact Management and Related Administrative Services (including incidental Customer Relationship Management (CRM), Market Survey Services, Postal and Mail Handling Services, Payments Processing and Appointments Scheduling Services, incidental Data Management Services, and incidental Document Management Services).

Internal identifier: 1

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72253100 Helpdesk services

Additional classification (cpv): 64214200 Telephone switchboard services

Additional classification (cpv): 79310000 Market research services

Additional classification (cpv): 79311000 Survey services

Additional classification (cpv): 79311100 Survey design services

Additional classification (cpv): 79311200 Survey conduction services

Additional classification (cpv): 79311210 Telephone survey services

Additional classification (cpv): 79314000 Feasibility study

Additional classification (cpv): 79342310 Customer survey services

Additional classification (cpv): 64110000 Postal services

Additional classification (cpv): 22820000 Forms

Additional classification (cpv): 72300000 Data services

Additional classification (cpv): 72310000 Data-processing services

Additional classification (cpv): 72312000 Data entry services

Additional classification (cpv): 72313000 Data capture services

Additional classification (cpv): 79999200 Invoicing services

Additional classification (cpv): 48814200 Patient-administration system

Additional classification (cpv): 85112000 Hospital support services

Additional classification (cpv): 85100000 Health services

Additional classification (cpv): 79999000 Scanning and invoicing services

Additional classification (cpv): 64112000 Postal services related to letters

Additional classification (cpv): 79999100 Scanning services

Additional classification (cpv): 48311100 Document management system

Additional classification (cpv): 72512000 Document management services

Additional classification (cpv): 79131000 Documentation services

Additional classification (cpv): 79996100 Records management

Additional classification (cpv): 79995100 Archiving services

Additional classification (cpv): 92512100 Archive destruction services

Additional classification (cpv): 48329000 Imaging and archiving system

Additional classification (cpv): 72312200 Optical character recognition services

Additional classification (cpv): 72322000 Data management services

Additional classification (cpv): 64113000 Postal services related to parcels

Additional classification (cpv): 72316000 Data analysis services

Additional classification (cpv): 79400000 Business and management consultancy and related services

Additional classification (cpv): 79411100 Business development consultancy services

Additional classification (cpv): 79410000 Business and management consultancy services

Additional classification (cpv): 64121100 Mail delivery services

Additional classification (cpv): 79342300 Customer services
Additional classification (cpv): 79511000 Telephone operator services
Additional classification (cpv): 79500000 Office-support services
Additional classification (cpv): 64200000 Telecommunications services
Additional classification (cpv): 64210000 Telephone and data transmission services

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Additional information:

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Additional information:

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Additional information:

5.1.3 Estimated duration

Start date: 01/11/2024
Duration end date: 31/10/2028

5.1.5 Value

Estimated value excluding VAT: 155 000 000 Euro
Maximum value of the framework agreement: 155 000 000 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

Aim of strategic procurement: No strategic procurement
Approach to reducing environmental impacts: The transition to a circular economy
Green Procurement Criteria: National Green Public Procurement criteria
Social objective promoted: Other

5.1.9 Selection criteria

Criterion:
Type: Other

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=3784354>

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=3784354>

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

Electronic catalogue: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of tenders: 19/07/2024 17:00 +01:00

Information about public opening:

Opening date: 19/07/2024 17:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=3784354>

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: no

5.1.15 Techniques

Framework agreement:

Framework agreement, with 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: The Office of Government Procurement

Organisation receiving requests to participate: The Office of Government Procurement

Organisation processing tenders: The Office of Government Procurement

TED eSender: European Dynamics S.A.

5.1 Lot technical ID: LOT-0002

Title: Lot 2: Contact Management and Related Administrative Services: For estimated contract values between €2 million and €15 million

Description: The request for Tenders to establish a Multi-Supplier Framework Agreement for the provision of Managed Business Process Support Services consisting of Contact Management and Related Administrative Services (including incidental Customer Relationship Management (CRM), Market Survey Services, Postal and Mail Handling Services, Payments Processing and Appointments Scheduling Services, incidental Data Management Services, and incidental Document Management Services).

Internal identifier: 2

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72253100 Helpdesk services

Additional classification (cpv): 64214200 Telephone switchboard services

Additional classification (cpv): 79310000 Market research services

Additional classification (cpv): 79311000 Survey services

Additional classification (cpv): 79311100 Survey design services

Additional classification (cpv): 79311200 Survey conduction services

Additional classification (cpv): 79311210 Telephone survey services

Additional classification (cpv): 79314000 Feasibility study

Additional classification (cpv): 79342310 Customer survey services
Additional classification (cpv): 64110000 Postal services
Additional classification (cpv): 22820000 Forms
Additional classification (cpv): 72300000 Data services
Additional classification (cpv): 72310000 Data-processing services
Additional classification (cpv): 72312000 Data entry services
Additional classification (cpv): 72313000 Data capture services
Additional classification (cpv): 79999200 Invoicing services
Additional classification (cpv): 48814200 Patient-administration system
Additional classification (cpv): 85112000 Hospital support services
Additional classification (cpv): 85100000 Health services
Additional classification (cpv): 79999000 Scanning and invoicing services
Additional classification (cpv): 64112000 Postal services related to letters
Additional classification (cpv): 79999100 Scanning services
Additional classification (cpv): 48311100 Document management system
Additional classification (cpv): 72512000 Document management services
Additional classification (cpv): 79131000 Documentation services
Additional classification (cpv): 79996100 Records management
Additional classification (cpv): 79995100 Archiving services
Additional classification (cpv): 92512100 Archive destruction services
Additional classification (cpv): 48329000 Imaging and archiving system
Additional classification (cpv): 72312200 Optical character recognition services
Additional classification (cpv): 72322000 Data management services
Additional classification (cpv): 64113000 Postal services related to parcels
Additional classification (cpv): 72316000 Data analysis services
Additional classification (cpv): 79400000 Business and management consultancy and related services
Additional classification (cpv): 79411100 Business development consultancy services
Additional classification (cpv): 79410000 Business and management consultancy services
Additional classification (cpv): 64121100 Mail delivery services
Additional classification (cpv): 79342300 Customer services
Additional classification (cpv): 79511000 Telephone operator services
Additional classification (cpv): 79500000 Office-support services
Additional classification (cpv): 64200000 Telecommunications services
Additional classification (cpv): 64210000 Telephone and data transmission services

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Start date: 01/11/2024

Duration end date: 31/10/2028

5.1.5 Value

Estimated value excluding VAT: 155 000 000 Euro

Maximum value of the framework agreement: 155 000 000 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

Aim of strategic procurement: No strategic procurement

5.1.9 Selection criteria

Criterion:

Type: Other

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=3784354>

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=3784354>

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

Electronic catalogue: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of tenders: 19/07/2024 17:00 +01:00

Information about public opening:

Opening date: 19/07/2024 17:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=3784354>

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: no

5.1.15 Techniques

Framework agreement:

Framework agreement, with 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: The Office of Government Procurement

Organisation receiving requests to participate: The Office of Government Procurement

Organisation processing tenders: The Office of Government Procurement

TED eSender: European Dynamics S.A.

5.1 Lot technical ID: LOT-0003

Title: Lot 3: Contact Management and Related Administrative Services: For estimated contract values \geq €15 million

Description: The request for Tenders to establish a Multi-Supplier Framework Agreement for the provision of Managed Business Process Support Services consisting of Contact Management and Related Administrative Services (including incidental Customer Relationship Management (CRM), Market Survey Services, Postal and Mail Handling

Services, Payments Processing and Appointments Scheduling Services, incidental Data Management Services, and incidental Document Management Services).

Internal identifier: 3

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72253100 Helpdesk services

Additional classification (cpv): 64214200 Telephone switchboard services

Additional classification (cpv): 79310000 Market research services

Additional classification (cpv): 79311000 Survey services

Additional classification (cpv): 79311100 Survey design services

Additional classification (cpv): 79311200 Survey conduction services

Additional classification (cpv): 79311210 Telephone survey services

Additional classification (cpv): 79314000 Feasibility study

Additional classification (cpv): 79342310 Customer survey services

Additional classification (cpv): 64110000 Postal services

Additional classification (cpv): 22820000 Forms

Additional classification (cpv): 72300000 Data services

Additional classification (cpv): 72310000 Data-processing services

Additional classification (cpv): 72312000 Data entry services

Additional classification (cpv): 72313000 Data capture services

Additional classification (cpv): 79999200 Invoicing services

Additional classification (cpv): 48814200 Patient-administration system

Additional classification (cpv): 85112000 Hospital support services

Additional classification (cpv): 85100000 Health services

Additional classification (cpv): 79999000 Scanning and invoicing services

Additional classification (cpv): 64112000 Postal services related to letters

Additional classification (cpv): 79999100 Scanning services

Additional classification (cpv): 48311100 Document management system

Additional classification (cpv): 72512000 Document management services

Additional classification (cpv): 79131000 Documentation services

Additional classification (cpv): 79996100 Records management

Additional classification (cpv): 79995100 Archiving services

Additional classification (cpv): 92512100 Archive destruction services

Additional classification (cpv): 48329000 Imaging and archiving system

Additional classification (cpv): 72312200 Optical character recognition services

Additional classification (cpv): 72322000 Data management services

Additional classification (cpv): 64113000 Postal services related to parcels

Additional classification (cpv): 72316000 Data analysis services

Additional classification (cpv): 79400000 Business and management consultancy and related services

Additional classification (cpv): 79411100 Business development consultancy services

Additional classification (cpv): 79410000 Business and management consultancy services

Additional classification (cpv): 64121100 Mail delivery services

Additional classification (cpv): 79342300 Customer services

Additional classification (cpv): 79511000 Telephone operator services

Additional classification (cpv): 79500000 Office-support services

Additional classification (cpv): 64200000 Telecommunications services

Additional classification (cpv): 64210000 Telephone and data transmission services

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Start date: 01/11/2024

Duration end date: 31/10/2028

5.1.5 Value

Estimated value excluding VAT: 155 000 000 Euro

Maximum value of the framework agreement: 155 000 000 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

Aim of strategic procurement: No strategic procurement

5.1.9 Selection criteria

Criterion:

Type: Other

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=3784354>

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=3784354>

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

Electronic catalogue: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of tenders: 19/07/2024 17:00 +01:00

Information about public opening:

Opening date: 19/07/2024 17:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=3784354>

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: no

5.1.15 Techniques

Framework agreement:

Framework agreement, with 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: The Office of Government Procurement
Organisation receiving requests to participate: The Office of Government Procurement
Organisation processing tenders: The Office of Government Procurement
TED eSender: European Dynamics S.A.

8 Organisations

8.1 ORG-0001

Official name: The Office of Government Procurement
Registration number: IE3229842HH
Postal address: 3A Mayor Street Upper, Dublin 1
Town: Dublin
Postcode: D01 PF72
Country: Ireland
Email: support@ogp.gov.ie
Telephone: +353 17738000
Internet address: <https://www.ogp.gov.ie>
Buyer profile: <https://www.ogp.gov.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

10 Change

Version of the previous notice to be changed: ca505327-6fe7-4aaa-8e8f-0335de522672-01

Main reason for change: Information updated

Description: Tender Response Deadline has been extended from 12 Noon on 17th July to 19th July 2024 at 5pm

10.1 Change

Description of changes: Tender Response Deadline extended from 12 Noon on 17th July to 5pm on 19th July 2024

The procurement documents were changed on: 19/07/2024

11 Notice information

11.1 Notice information

Notice identifier/version: 21b4c8c2-7156-4d3e-a7ae-dd7bde0ff70b - 02

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 11/07/2024 14:57 +01:00

Languages in which this notice is officially available: English

11.2 Publication information