

IRELAND: CALL CENTRE CALL CONTACT CENTRE AND ASSOCIATED ADMINISTRATION SERVICES

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Sport Ireland Facilities DAC

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Health

2 Procedure

2.1 Procedure

Title: Call Contact Centre and Associated Administration Services

Description: The Contracting Authority is seeking to award an Agreement for the provision of a Call Contact Centre and Associated Administration Services which will meet the needs of the organisation. The expectation of the Contracting Authority is the Tenderer will provide the service to improve the telephone customer service levels of the company.

Procedure identifier: 810269b1-8b0c-42d8-a23c-697729207846

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

2.1.2 Place of performance

Anywhere in the European Economic Area

2.1.3 Value

Estimated value excluding VAT: 165 000 Euro

Maximum value of the framework agreement: 165 000 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

Direct or indirect involvement in the preparation of this procurement procedure: Direct or indirect involvement in the preparation of procurement documents

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Call Contact Centre and Associated Administration Services

Description: The Contracting Authority is seeking to award an Agreement for the provision of a Call Contact Centre and Associated Administration Services which will meet the needs of the organisation. The expectation of the Contracting Authority is the Tenderer will provide the service to improve the telephone customer service levels of the company.

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Other duration: Unknown

5.1.5 Value

Estimated value excluding VAT: 165 000 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: Reduction of environmental impacts

Description: Reduction of environmental impacts

Approach to reducing environmental impacts: Climate change adaptation

Green Procurement Criteria: EU Green Public Procurement criteria

5.1.9 Selection criteria

Criterion:

Type: Suitability to pursue the professional activity

Use of this criterion: Not used

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=3999877>

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=3999877>

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: 19/08/2024 12:00 +01:00

Information about public opening:

Opening date: 19/08/2024 00:00 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=3999877>

Terms of contract:

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

Electronic invoicing: Not 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: Sport Ireland Facilities DAC

Organisation receiving requests to participate: Sport Ireland Facilities DAC

Organisation processing tenders: Sport Ireland Facilities DAC

TED eSender: European Dynamics S.A.

8 Organisations

8.1 ORG-0001

Official name: Sport Ireland Facilities DAC

Registration number: 419329

Postal address: Snugborough Road, Blanchardstown

Town: Dublin

Postcode: D15EPN4

Country: Ireland

Email: gwenmontague@sportirelandcampus.ie

Telephone: 016464300

Buyer profile: <https://www.sportirelandcampus.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: 8388ffc5-0a8b-4830-8df1-befb604a30ed - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice dispatch date: 19/07/2024 17:05 +01:00
Languages in which this notice is officially available: English

11.2 Publication information