

IRELAND: CUSTOMER SERVICES TENDER FOR THE PROVISION OF CUSTOMER CONTACT MANAGEMENT SERVICES TO COIMISIÚN NA MEÁN

Contract or concession award notice – standard regime

1 Buyer

1.1 Buyer

Official name: Coimisiún na Meán

Legal type of the buyer: Body governed by public law, controlled by a central government authority

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Tender for the provision of Customer Contact Management Services to Coimisiún na Meán

Description: Coimisiún na Meán has a range of responsibilities including dealing with queries and complaints in respect to our regulatory remit which extends to setting standards, rules and codes for the different types of media services under the jurisdiction of the Irish State and our role as Ireland's Digital Service Coordinator (DSC) under the Digital Services Act (DSA) . An Coimisiún's vision for its contact management service is to offer a quality customer centric offering that is simple and easy to access and that evolves as our regulatory measures are in place. In summary, an Coimisiún is seeking a partner to handle contacts from 17th February 2024. The service will involve dealing with queries and logging complaints initially and undertaking triage with escalations to An Coimisiún's head office ("head office") as relevant. This role will may expand to dealing with complaints in the future and escalating them directly to a Platform /Service Provider if appropriate. Complainants may contact us from throughout Europe and therefore in addition to English and Irish we require the facility to translate into English any European contacts. The type of issues in respect to online safety and harm may be difficult for all impacted and it is vital that out agents can communicate with complainants in a courteous, caring manner in respect to Codes and an Coimisiún's regulatory remit. The envisaged duration of the contract is 24 months with Coimisiún na Meán reserving the right to extend the Term for a period or periods of up to twelve months with a maximum of two such extension or extensions on the same terms and conditions, subject to An Coimisiún's obligations at law.

Procedure identifier: a68631e5-31b6-4ec5-ba18-6404c2d7319e

Type of procedure: Open

The procedure is accelerated: No

2.1.1 Purpose

Nature of the contract: Services

Main classification (cpv): 79342300 Customer services

Additional classification (cpv): 79342310 Customer survey services

Additional classification (cpv): 79342311 Customer satisfaction survey

Additional classification (cpv): 79342320 Customer-care services

Additional classification (cpv): 79500000 Office-support services

2.1.3 Value

Estimated value excluding VAT: 2 000 000 EUR

2.1.4 General information

Legal basis:

5 Lot

5.1 Lot: LOT-0001

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Internal identifier: 0

5.1.1 Purpose

Nature of the contract: Services

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Additional classification (cpv): 79342310 Customer survey services

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Additional classification (cpv): 79342320 Customer-care services

Additional classification (cpv): 79500000 Office-support services

5.1.5 Value

Estimated value excluding VAT: 2 000 000 EUR

5.1.6 General information

Procurement Project not financed with EU Funds.

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

5.1.10 Award criteria

Criterion:

Type: Quality

5.1.15 Techniques

Framework agreement:

No framework agreement

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: Coimisiún na Meán

6 Results

6.1 Result Lot Identifier: LOT-0001

At least one winner was chosen.

6.1.2 Information about winners

Winner:

Official name: Fexco Limited

Tender:

Tender identifier: 000026306

Identifier of lot or group of lots: LOT-0001

Contract information:

Identifier of the contract: 395257

Date on which the winner was chosen: 2023-10-26Z

Date of the conclusion of the contract: 2023-12-21Z

The contract is awarded within a framework agreement: false

8 Organisations

8.1 ORG-0001

Official name: Coimisiún na Meán

Registration number: N/a

Postal address: 2-5 Warrington Place, Dublin, D02 XP29

Town: Dublin

Postcode: D02 XP29

Country: Ireland

Email: skennedy@bai.ie

Telephone: +3536441200

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

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

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

8.1 ORG-0002

Official name: Fexco Limited

Size of the economic operator: small

Registration number: 83934

Postal address: Fexco Centre, Iveragh Road Killorglin

Town: Co. Kerry

Postcode: V93 WN9T

Country: Ireland

Email: Ahansen@fexco.com

Telephone: 01669761258

Roles of this organisation:

Tenderer

Group leader

Winner of these lots: LOT-0001

The winner is listed on a regulated market

8.1 ORG-0003

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-0004

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: 05627021-c7ab-42f1-b6bb-b572a0f91427 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice dispatch date: 2024-01-15Z 09:48:56Z

Languages in which this notice is officially available: English

11.2 Publication information