IRELAND: TELECOMMUNICATIONS SERVICES
PROVISION OF OUT OF HOURS (NON-EMERGENCY) CALL ANSWERING SERVICE

Contract or concession award notice – standard regime

1 *Buyer*

1.1 *Buyer*

Official name: Kildare County Council_385
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*

2.1 *Procedure*

Title: Provision of Out of Hours (Non-Emergency) Call Answering Service
Description: Provision of Out of Hours (Non-Emergency) Call Answering Service for Kildare, Kilkenny, Offaly and Carlow County Councils. Requirement for Standard OOHs Service where the provider will take the call, contact the relevant on-call staff member and follow the escalation process as instructed. Use of maps and GIS system to identify the correct location and contact the correct on-call staff member. This accounts for approximately 3,000 calls over a 1-year period. Significant Incident Service such as severe prolonged weather conditions where the service provider will be capable of scaling up their service to address the increase in calls. It is the councils preference that this service is operated by phone call and follow up SMS service with a means of on-call staff being able to make direct contact with service. The provider will be able to provide daily reports to the local authority to follow up on the following day.
Procedure identifier: f956c0a1-bac8-486f-8c26-68d288b83180
Previous notice: d774e4a9-c02c-49bc-bf74-beb34dc572c9-01
Type of procedure: Open
The procedure is accelerated: No

2.1.1 *Purpose*

Nature of the contract: Services
Main classification (cpv): 64200000 Telecommunications services

2.1.3 *Value*

Estimated value excluding VAT: 100 000 EUR

2.1.4 *General information*

Legal basis:
Directive 2014/24/EU

5 *Lot*

5.1 *Lot*: LOT-0001

Title: Provision of Out of Hours (Non-Emergency) Call Answering Service
Description: Provision of Out of Hours (Non-Emergency) Call Answering Service for Kildare, Kilkenny, Offaly and Carlow County Councils. Requirement for Standard OOHs Service where the provider will take the call, contact the relevant on-call staff member and follow the escalation process as instructed. Use of maps and GIS system to identify the correct location and contact the correct on-call staff member. This accounts for approximately 3,000 calls over a 1-

year period. Significant Incident Service such as severe prolonged weather conditions where the service provider will be capable of scaling up their service to address the increase in calls. It is the councils preference that this service is operated by phone call and follow up SMS service with a means of on-call staff being able to make direct contact with service. The provider will be able to provide daily reports to the local authority to follow up on the following day.
Internal identifier: 0

5.1.1 *Purpose*
Nature of the contract: Services
Main classification (cpv): 64200000 Telecommunications services

5.1.5 *Value*
Estimated value excluding VAT: 100 000 EUR

5.1.6 *General information*
Procurement Project fully or partially 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: Kildare County Council_385

6 *Results*

6.1 *Result Lot Identifier*: LOT-0001
At least one winner was chosen.

6.1.2 *Information about winners*
Winner:
Official name: Key Answering Systems Ltd
Tender:
Tender identifier: 000034586
Identifier of lot or group of lots: LOT-0001
Contract information:
Identifier of the contract: 396201
Date of the conclusion of the contract: 2024-01-11Z
The contract is awarded within a framework agreement: false

8 *Organisations*

8.1 ORG-0001

Official name: Kildare County Council_385
Registration number: 0013247i
Postal address: Kildare County Council, Head Office Áras Chill Dara, Devoy Park, Naas, Co. Kildare.
Town: Naas
Postcode: W91 X77F
Country: Ireland
Email: procurement@kildarecoco.ie
Telephone: +35345980200
Internet address: http://www.kildarecoco.ie
Buyer profile: http://www.kildarecoco.ie
Roles of this organisation:
Buyer
Organisation providing offline access to the procurement documents

8.1 ORG-0002

Official name: Key Answering Systems Ltd
Registration number: 346705
Postal address: 2G The Atrium, Blackpool Retail Park, Blackpool, Cork
Town: Cork
Postcode: T23T2VY
Country: Ireland
Email: patkeogh@aremaconnect.com
Telephone: 00353214824300
Internet address: http://www.aremaconnect.com
Roles of this organisation:
Tenderer
Winner of these lots: LOT-0001

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: 1e48108d-82f4-4ee0-977d-d5ae7c5f0fe9 - 01
Form type: Result
Notice type: Contract or concession award notice – standard regime
Notice dispatch date: 2024-02-13Z 14:27:31Z
Languages in which this notice is officially available: English

11.2 *Publication information*