

IRELAND: CALL CENTRE REQUEST FOR TENDERS FOR THE PROVISION OF A CONTACT CENTRE AS A SERVICE

Contract or concession award notice – standard regime

1 Buyer

1.1 Buyer

Official name: Office of the Revenue Commissioners_366

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

Activity of the contracting authority: Economic affairs

2 Procedure

2.1 Procedure

Title: Request for Tenders for the provision of a Contact Centre as a Service

Description: This public procurement competition relates to the provision of a Contact Centre as a Service and affiliate functionality to allow Revenue to modernise its contact centre offerings

Procedure identifier: 3ae6c826-bbb1-4f4d-adde-e5e6127bdc38

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): 32583000 Data and voice media

Additional classification (cpv): 48314000 Voice recognition software package

Additional classification (cpv): 48512000 Interactive voice response software package

Additional classification (cpv): 72212670 Real time operating system software development services

Additional classification (cpv): 32344110 Voice-logging system

Additional classification (cpv): 48732000 Data security software package

Additional classification (cpv): 48514000 Remote access software package

2.1.3 Value

Estimated value excluding VAT: 5 000 000 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Request for Tenders for the provision of a Contact Centre as a Service

Description: This public procurement competition relates to the provision of a Contact Centre as a Service and affiliate functionality to allow Revenue to modernise its contact centre offerings

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 32583000 Data and voice media

Additional classification (cpv): 48314000 Voice recognition software package

Additional classification (cpv): 48512000 Interactive voice response software package

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Additional classification (cpv): 32344110 Voice-logging system

Additional classification (cpv): 48732000 Data security software package

Additional classification (cpv): 48514000 Remote access software package

5.1.5 Value

Estimated value excluding VAT: 5 000 000 Euro

5.1.6 General information

Procurement Project not financed with EU Funds.

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

5.1.7 Strategic procurement

5.1.10 Award criteria

Criterion:

Type: Quality

Name:

Description: Quality @ 70%

Criterion:

Type: Cost

Name:

Description: Cost @ 30%

Description of the method to be used if weighting cannot be expressed by criteria: Most Economically Advantageous Tender

Justification for not indicating the weighting of the award criteria:

5.1.15 Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16 Further information, mediation and review

Review organisation: The High Court of Ireland

Organisation providing offline access to the procurement documents: Office of the Revenue Commissioners_366

Organisation signing the contract: Office of the Revenue Commissioners_366

TED eSender: European Dynamics S.A.

6 Results

Value of all contracts awarded in this notice: 4 500 000 Euro

6.1 Result lot Identifier: LOT-0001

At least one winner was chosen.

6.1.2 Information about winners

Winner:

Official name: Deloitte Ireland LLP

Tender:

Tender identifier: 000022238

Identifier of lot or group of lots: LOT-0001

Subcontracting value is known: no

Subcontracting percentage is known: no

Contract information:

Identifier of the contract: 405263

Date on which the winner was chosen: 15/11/2023

Date of the conclusion of the contract: 30/04/2024

The contract is awarded within a framework agreement: no

Organisation signing the contract: Office of the Revenue Commissioners_366

8 Organisations

8.1 ORG-0001

Official name: Office of the Revenue Commissioners_366

Registration number: 4000098F

Postal address: Dublin Castle

Town: Dublin 2

Postcode: D02 R940

Country: Ireland

Email: publicprocurement@revenue.ie

Telephone: +353 16475000

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

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

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

Organisation signing the contract

8.1 ORG-0002

Official name: Deloitte Ireland LLP

Registration number: NC001499

Postal address: Deloitte and Touche House

Town: Dublin 2

Postcode: D02 AY28

Country: Ireland

Email: tenders@deloitte.ie

Telephone: 01 417 3735

Internet address: www.deloitte.com/ie

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: 1e41f6a4-7fef-4666-8d6d-8058bbc6b238 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice dispatch date: 29/05/2024 14:53 +01:00

Languages in which this notice is officially available: English

11.2 Publication information