

Ireland: Postal services related to letters

Provision of Multi Channel Communication Services

Contract or concession award notice – standard regime

1 Buyer

1.1 Buyer

Official name: National Treatment Purchase Fund

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Health

2 Procedure

2.1 Procedure

Title: Provision of Multi Channel Communication Services

Description: The NTPF proposes to engage in a competitive process for the establishment of a single party framework agreement for the provision of Multi-Channel Communication (MCC) Services comprising: - All types of communication: o Post (essential) o Text (SMS) o Email o Portal o Other digital innovations (now and in the future) - End to end managed service (including pro-active service management/monitoring) - Communication management and reporting system - Other relevant services which may arise through changes in NTPF obligations or functions and; - Delivery models which evolve through innovative developments and practices

Procedure identifier: ff6b4744-5773-4dc2-b25b-8b92516a633f

Type of procedure: Competitive dialogue

Justification for the accelerated procedure:

Main features of the procedure:

2.1.1 Purpose

Main nature of the contract: Services

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

2.1.2 Place of performance

Country: Ireland

Anywhere in the given country

2.1.3 Value

Estimated value excluding VAT: 16 000 000 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Provision of Multi Channel Communication Services

Description: The NTPF proposes to engage in a competitive process for the establishment of a single party framework agreement for the provision of Multi-Channel Communication (MCC) Services comprising: - All types of

communication: o Post (essential) o Text (SMS) o Email o Portal o Other digital innovations (now and in the future) - End to end managed service (including pro-active service management/monitoring) - Communication management and reporting system - Other relevant services which may arise through changes in NTPF obligations or functions and; - Delivery models which evolve through innovative developments and practices

Internal identifier: 1

5.1.1 Purpose

Main nature of the contract: Services

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

5.1.2 Place of performance

Country: Ireland

Anywhere in the given country

Additional information:

5.1.6 General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

5.1.7 Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.10 Award criteria

Criterion:

Type: Cost

Name:

Description: Cost @ 30%

Weight (percentage, exact): 30

Criterion:

Type: Quality

Name:

Description: Quality @ 70%

Weight (percentage, exact): 70

Description of the method to be used if weighting cannot be expressed by criteria:

Justification for not indicating the weighting of the award criteria:

5.1.15 Techniques

Framework agreement:

Framework agreement, without reopening of competition

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 signing the contract: National Treatment Purchase Fund

TED eSender: European Dynamics S.A.

6 Results

Maximum value of the framework agreements in this procedure: 16 000 000 Euro

Approximate value of the framework agreements: 16 000 000 Euro

6.1 Result lot Identifier: LOT-0001

At least one winner was chosen.

Framework agreement:

Maximum value of the framework agreement: 16 000 000 Euro

Re-estimated value of the framework agreement: 16 000 000 Euro

6.1.2 Information about winners

Winner:

Official name: Mail Metrics Limited

Tender:

Tender identifier: Mail Metrics Response 27.03.24

Identifier of lot or group of lots: LOT-0001

Subcontracting: No

Contract information:

Identifier of the contract: Mail Metrics Limited Contract

Date on which the winner was chosen: 20/03/2024

Date of the conclusion of the contract: 01/07/2024

The contract is awarded within a framework agreement: no

Organisation signing the contract: National Treatment Purchase Fund

8 Organisations

8.1 ORG-0001

Official name: National Treatment Purchase Fund

Registration number: IE9626684E

Postal address: Ashford House, Tara Street, Dublin 2.

Town: Dublin

Postcode: D02VX67

Country: Ireland

Email: procurement@ntpf.ie

Telephone: 01-6427101

Internet address: www.ntpf.ie

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

Roles of this organisation:

Buyer

Organisation signing the contract

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

8.1 ORG-0004

Official name: Mail Metrics Limited

Registration number: 693493

Postal address: Clonsaugh Technology & Business Park, Clonsaugh Dublin 17,

Town: Dublin

Postcode: D17 X592.

Country: Ireland

Email: nick@mailmetrics.com

Telephone: 353-1-6520699

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

11 Notice information

11.1 Notice information

Notice identifier/version: c7f2c3b6-55c1-4634-9735-4c37ce27f3c0 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice dispatch date: 04/10/2024 14:43 +01:00

Languages in which this notice is officially available: English

11.2 Publication information