

Ireland: Call centre

Request for Tenders to establish a Multi Supplier Framework Agreement for the provision of Managed Business Process Support Services

Contract or concession award notice – standard regime

1 Buyer

1.1 Buyer

Official name: The Office of Government Procurement

Legal type of the buyer: Central government authority

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Request for Tenders to establish a Multi Supplier Framework Agreement for the provision of Managed Business Process Support Services

Description: The request for Tenders to establish a Multi-Supplier Framework Agreement for the provision of Managed Business Process Support Services consisting of Contact Management and Related Administrative Services (including incidental Customer Relationship Management (CRM), Market Survey Services, Postal and Mail Handling Services, Payments Processing and Appointments Scheduling Services, incidental Data Management Services, and incidental Document Management Services).

Procedure identifier: a3d8788e-b495-487e-bb08-639553adacfe

Previous notice: 21b4c8c2-7156-4d3e-a7ae-dd7bde0ff70b-02

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): 72253000 Helpdesk and support services

Additional classification (cpv): 72253100 Helpdesk services

Additional classification (cpv): 64214200 Telephone switchboard services

Additional classification (cpv): 79310000 Market research services

Additional classification (cpv): 79311000 Survey services

Additional classification (cpv): 79311100 Survey design services

Additional classification (cpv): 79311200 Survey conduction services

Additional classification (cpv): 79311210 Telephone survey services

Additional classification (cpv): 79314000 Feasibility study

Additional classification (cpv): 79342310 Customer survey services

Additional classification (cpv): 64110000 Postal services

Additional classification (cpv): 22820000 Forms

Additional classification (cpv): 72300000 Data services

Additional classification (cpv): 72310000 Data-processing services

Additional classification (cpv): 72312000 Data entry services

Additional classification (cpv): 72313000 Data capture services
Additional classification (cpv): 79999200 Invoicing services
Additional classification (cpv): 48814200 Patient-administration system
Additional classification (cpv): 85112000 Hospital support services
Additional classification (cpv): 85100000 Health services
Additional classification (cpv): 79999000 Scanning and invoicing services
Additional classification (cpv): 64112000 Postal services related to letters
Additional classification (cpv): 79999100 Scanning services
Additional classification (cpv): 48311100 Document management system
Additional classification (cpv): 72512000 Document management services
Additional classification (cpv): 79131000 Documentation services
Additional classification (cpv): 79996100 Records management
Additional classification (cpv): 79995100 Archiving services
Additional classification (cpv): 92512100 Archive destruction services
Additional classification (cpv): 48329000 Imaging and archiving system
Additional classification (cpv): 72312200 Optical character recognition services
Additional classification (cpv): 72322000 Data management services
Additional classification (cpv): 64113000 Postal services related to parcels
Additional classification (cpv): 72316000 Data analysis services
Additional classification (cpv): 79400000 Business and management consultancy and related services
Additional classification (cpv): 79411100 Business development consultancy services
Additional classification (cpv): 79410000 Business and management consultancy services
Additional classification (cpv): 64121100 Mail delivery services
Additional classification (cpv): 79342300 Customer services
Additional classification (cpv): 79511000 Telephone operator services
Additional classification (cpv): 79500000 Office-support services
Additional classification (cpv): 64200000 Telecommunications services
Additional classification (cpv): 64210000 Telephone and data transmission services

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Maximum value of the framework agreement: 155 000 000 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Lot 1: Contact Management and Related Administrative Services: For estimated contract values between €50,000 and ≤ €2 million

Description: The request for Tenders to establish a Multi-Supplier Framework Agreement for the provision of Managed Business Process Support Services consisting of Contact Management and Related Administrative Services (including incidental Customer Relationship Management (CRM), Market Survey Services, Postal and Mail Handling

Services, Payments Processing and Appointments Scheduling Services, incidental Data Management Services, and incidental Document Management Services).

Internal identifier: 1

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72253100 Helpdesk services

Additional classification (cpv): 64214200 Telephone switchboard services

Additional classification (cpv): 79310000 Market research services

Additional classification (cpv): 79311000 Survey services

Additional classification (cpv): 79311100 Survey design services

Additional classification (cpv): 79311200 Survey conduction services

Additional classification (cpv): 79311210 Telephone survey services

Additional classification (cpv): 79314000 Feasibility study

Additional classification (cpv): 79342310 Customer survey services

Additional classification (cpv): 64110000 Postal services

Additional classification (cpv): 22820000 Forms

Additional classification (cpv): 72300000 Data services

Additional classification (cpv): 72310000 Data-processing services

Additional classification (cpv): 72312000 Data entry services

Additional classification (cpv): 72313000 Data capture services

Additional classification (cpv): 79999200 Invoicing services

Additional classification (cpv): 48814200 Patient-administration system

Additional classification (cpv): 85112000 Hospital support services

Additional classification (cpv): 85100000 Health services

Additional classification (cpv): 79999000 Scanning and invoicing services

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

Additional classification (cpv): 79999100 Scanning services

Additional classification (cpv): 48311100 Document management system

Additional classification (cpv): 72512000 Document management services

Additional classification (cpv): 79131000 Documentation services

Additional classification (cpv): 79996100 Records management

Additional classification (cpv): 79995100 Archiving services

Additional classification (cpv): 92512100 Archive destruction services

Additional classification (cpv): 48329000 Imaging and archiving system

Additional classification (cpv): 72312200 Optical character recognition services

Additional classification (cpv): 72322000 Data management services

Additional classification (cpv): 64113000 Postal services related to parcels

Additional classification (cpv): 72316000 Data analysis services

Additional classification (cpv): 79400000 Business and management consultancy and related services

Additional classification (cpv): 79411100 Business development consultancy services

Additional classification (cpv): 79410000 Business and management consultancy services

Additional classification (cpv): 64121100 Mail delivery services

Additional classification (cpv): 79342300 Customer services

Additional classification (cpv): 79511000 Telephone operator services

Additional classification (cpv): 79500000 Office-support services

Additional classification (cpv): 64200000 Telecommunications services

Additional classification (cpv): 64210000 Telephone and data transmission services

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.5 Value

Estimated value excluding VAT: 155 000 000 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

Aim of strategic procurement: No strategic procurement

5.1.10 Award criteria

Criterion:

Type: Quality

Name:

Description: Quality

Weight (percentage, exact): 100

Fixed value (total): 100

Minimum score: 45

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, with 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 providing offline access to the procurement documents: The Office of Government Procurement

Organisation executing the payment: The Office of Government Procurement

TED eSender: European Dynamics S.A.

5.1 Lot technical ID: LOT-0002

Title: Lot 2: Contact Management and Related Administrative Services: For estimated contract values between €2 million and €15 million

Description: The request for Tenders to establish a Multi-Supplier Framework Agreement for the provision of Managed Business Process Support Services consisting of Contact Management and Related Administrative Services (including incidental Customer Relationship Management (CRM), Market Survey Services, Postal and Mail Handling Services, Payments Processing and Appointments Scheduling Services, incidental Data Management Services, and incidental Document Management Services).

Internal identifier: 2

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72253100 Helpdesk services
Additional classification (cpv): 64214200 Telephone switchboard services
Additional classification (cpv): 79310000 Market research services
Additional classification (cpv): 79311000 Survey services
Additional classification (cpv): 79311100 Survey design services
Additional classification (cpv): 79311200 Survey conduction services
Additional classification (cpv): 79311210 Telephone survey services
Additional classification (cpv): 79314000 Feasibility study
Additional classification (cpv): 79342310 Customer survey services
Additional classification (cpv): 64110000 Postal services
Additional classification (cpv): 22820000 Forms
Additional classification (cpv): 72300000 Data services
Additional classification (cpv): 72310000 Data-processing services
Additional classification (cpv): 72312000 Data entry services
Additional classification (cpv): 72313000 Data capture services
Additional classification (cpv): 79999200 Invoicing services
Additional classification (cpv): 48814200 Patient-administration system
Additional classification (cpv): 85112000 Hospital support services
Additional classification (cpv): 85100000 Health services
Additional classification (cpv): 79999000 Scanning and invoicing services
Additional classification (cpv): 64112000 Postal services related to letters
Additional classification (cpv): 79999100 Scanning services
Additional classification (cpv): 48311100 Document management system
Additional classification (cpv): 72512000 Document management services
Additional classification (cpv): 79131000 Documentation services
Additional classification (cpv): 79996100 Records management
Additional classification (cpv): 79995100 Archiving services
Additional classification (cpv): 92512100 Archive destruction services
Additional classification (cpv): 48329000 Imaging and archiving system
Additional classification (cpv): 72312200 Optical character recognition services
Additional classification (cpv): 72322000 Data management services
Additional classification (cpv): 64113000 Postal services related to parcels
Additional classification (cpv): 72316000 Data analysis services
Additional classification (cpv): 79400000 Business and management consultancy and related services
Additional classification (cpv): 79411100 Business development consultancy services
Additional classification (cpv): 79410000 Business and management consultancy services
Additional classification (cpv): 64121100 Mail delivery services
Additional classification (cpv): 79342300 Customer services
Additional classification (cpv): 79511000 Telephone operator services
Additional classification (cpv): 79500000 Office-support services
Additional classification (cpv): 64200000 Telecommunications services
Additional classification (cpv): 64210000 Telephone and data transmission services

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.5 Value

Estimated value excluding VAT: 155 000 000 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

Aim of strategic procurement: No strategic procurement

5.1.10 Award criteria

Criterion:

Type: Quality

Name:

Description: Quality

Weight (percentage, exact): 100

Fixed value (total): 100

Minimum score: 45

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, with 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 providing offline access to the procurement documents: The Office of Government Procurement

Organisation executing the payment: The Office of Government Procurement

TED eSender: European Dynamics S.A.

5.1 Lot technical ID: LOT-0003

Title: Lot 3: Contact Management and Related Administrative Services: For estimated contract values $\geq$ €15 million

Description: The request for Tenders to establish a Multi-Supplier Framework Agreement for the provision of Managed Business Process Support Services consisting of Contact Management and Related Administrative Services (including incidental Customer Relationship Management (CRM), Market Survey Services, Postal and Mail Handling Services, Payments Processing and Appointments Scheduling Services, incidental Data Management Services, and incidental Document Management Services).

Internal identifier: 3

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72253100 Helpdesk services

Additional classification (cpv): 64214200 Telephone switchboard services

Additional classification (cpv): 79310000 Market research services

Additional classification (cpv): 79311000 Survey services

Additional classification (cpv): 79311100 Survey design services

Additional classification (cpv): 79311200 Survey conduction services

Additional classification (cpv): 79311210 Telephone survey services

Additional classification (cpv): 79314000 Feasibility study

Additional classification (cpv): 79342310 Customer survey services
Additional classification (cpv): 64110000 Postal services
Additional classification (cpv): 22820000 Forms
Additional classification (cpv): 72300000 Data services
Additional classification (cpv): 72310000 Data-processing services
Additional classification (cpv): 72312000 Data entry services
Additional classification (cpv): 72313000 Data capture services
Additional classification (cpv): 79999200 Invoicing services
Additional classification (cpv): 48814200 Patient-administration system
Additional classification (cpv): 85112000 Hospital support services
Additional classification (cpv): 85100000 Health services
Additional classification (cpv): 79999000 Scanning and invoicing services
Additional classification (cpv): 64112000 Postal services related to letters
Additional classification (cpv): 79999100 Scanning services
Additional classification (cpv): 48311100 Document management system
Additional classification (cpv): 72512000 Document management services
Additional classification (cpv): 79131000 Documentation services
Additional classification (cpv): 79996100 Records management
Additional classification (cpv): 79995100 Archiving services
Additional classification (cpv): 92512100 Archive destruction services
Additional classification (cpv): 48329000 Imaging and archiving system
Additional classification (cpv): 72312200 Optical character recognition services
Additional classification (cpv): 72322000 Data management services
Additional classification (cpv): 64113000 Postal services related to parcels
Additional classification (cpv): 72316000 Data analysis services
Additional classification (cpv): 79400000 Business and management consultancy and related services
Additional classification (cpv): 79411100 Business development consultancy services
Additional classification (cpv): 79410000 Business and management consultancy services
Additional classification (cpv): 64121100 Mail delivery services
Additional classification (cpv): 79342300 Customer services
Additional classification (cpv): 79511000 Telephone operator services
Additional classification (cpv): 79500000 Office-support services
Additional classification (cpv): 64200000 Telecommunications services
Additional classification (cpv): 64210000 Telephone and data transmission services

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.5 Value

Estimated value excluding VAT: 155 000 000 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

Aim of strategic procurement: No strategic procurement

5.1.10 Award criteria

Criterion:

Type: Quality

Name:

Description: Quality

Weight (percentage, exact): 100

Fixed value (total): 100

Minimum score: 45

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, with 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 providing offline access to the procurement documents: The Office of Government Procurement

Organisation executing the payment: The Office of Government Procurement

TED eSender: European Dynamics S.A.

6 Results

Maximum value of the framework agreements in this procedure: 155 000 000 Euro

Approximate value of the framework agreements: 155 000 000 Euro

6.1 Result lot Identifier: LOT-0001

At least one winner was chosen.

Framework agreement:

Maximum value of the framework agreement: 155 000 000 Euro

Re-estimated value of the framework agreement: 155 000 000 Euro

6.1.2 Information about winners

Winner:

Official name: Field Management Ireland_4244

Tender:

Tender identifier: 000064425

Identifier of lot or group of lots: LOT-0001

The tender was ranked: no

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 412526

Date of the conclusion of the contract: 15/11/2024

The contract is awarded within a framework agreement: no

Winner:

Official name: Fexco Limited

Tender:

Tender identifier: 000064535

Identifier of lot or group of lots: LOT-0001

The tender was ranked: no
Subcontracting: Not yet known
Contract information:
Identifier of the contract: 412530
Date of the conclusion of the contract: 15/11/2024
The contract is awarded within a framework agreement: no

Winner:

Official name: eDocs
Tender:
Tender identifier: 000064666
Identifier of lot or group of lots: LOT-0001
The tender was ranked: no
Subcontracting: Not yet known
Contract information:
Identifier of the contract: 412534
Date of the conclusion of the contract: 15/11/2024
The contract is awarded within a framework agreement: no

Winner:

Official name: TATA CONSULTANCY SERVICES IRELAND LIMITED
Tender:
Tender identifier: 000064692
Identifier of lot or group of lots: LOT-0001
The tender was ranked: no
Subcontracting: Not yet known
Contract information:
Identifier of the contract: 412535
Date of the conclusion of the contract: 15/11/2024
The contract is awarded within a framework agreement: no

Winner:

Official name: ARI Services Europe Ltd [ARISE]
Tender:
Tender identifier: 000064707
Identifier of lot or group of lots: LOT-0001
The tender was ranked: no
Subcontracting: Not yet known
Contract information:
Identifier of the contract: 412528
Date of the conclusion of the contract: 15/11/2024
The contract is awarded within a framework agreement: no

Winner:

Official name: RigneyDolphin Group
Tender:
Tender identifier: 000064625
Identifier of lot or group of lots: LOT-0001
The tender was ranked: no
Subcontracting: Not yet known
Contract information:
Identifier of the contract: 412531
Date of the conclusion of the contract: 15/11/2024
The contract is awarded within a framework agreement: no

Winner:

Official name: Abtran_63861

Tender:

Tender identifier: 000064543

Identifier of lot or group of lots: LOT-0001

The tender was ranked: no

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 412525

Date of the conclusion of the contract: 15/11/2024

The contract is awarded within a framework agreement: no

Winner:

Official name: Capita Customer Solutions Limited

Tender:

Tender identifier: 000064688

Identifier of lot or group of lots: LOT-0001

The tender was ranked: no

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 412527

Date of the conclusion of the contract: 15/11/2024

The contract is awarded within a framework agreement: no

Winner:

Official name: KPMG_3970

Tender:

Tender identifier: 000064650

Identifier of lot or group of lots: LOT-0001

The tender was ranked: no

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 412532

Date of the conclusion of the contract: 15/11/2024

The contract is awarded within a framework agreement: no

Winner:

Official name: Key Answering Systems Ltd

Tender:

Tender identifier: 000064622

Identifier of lot or group of lots: LOT-0001

The tender was ranked: no

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 412533

Date of the conclusion of the contract: 15/11/2024

The contract is awarded within a framework agreement: no

Winner:

Official name: Journeycall

Tender:

Tender identifier: 000064696

Identifier of lot or group of lots: LOT-0001

The tender was ranked: no

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 412529

Date of the conclusion of the contract: 15/11/2024

The contract is awarded within a framework agreement: no

6.1 Result lot Identifier: LOT-0002

At least one winner was chosen.

Framework agreement:

Maximum value of the framework agreement: 155 000 000 Euro

Re-estimated value of the framework agreement: 155 000 000 Euro

6.1.2 Information about winners

Winner:

Official name: Fexco Limited

Tender:

Tender identifier: 000064535

Identifier of lot or group of lots: LOT-0002

The tender was ranked: no

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 412541

Date of the conclusion of the contract: 15/11/2024

The contract is awarded within a framework agreement: no

Winner:

Official name: TATA CONSULTANCY SERVICES IRELAND LIMITED

Tender:

Tender identifier: 000064692

Identifier of lot or group of lots: LOT-0002

The tender was ranked: no

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 412545

Date of the conclusion of the contract: 15/11/2024

The contract is awarded within a framework agreement: no

Winner:

Official name: ARI Services Europe Ltd [ARISE]

Tender:

Tender identifier: 000064707

Identifier of lot or group of lots: LOT-0002

The tender was ranked: no

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 412539

Date of the conclusion of the contract: 15/11/2024

The contract is awarded within a framework agreement: no

Winner:

Official name: RigneyDolphin Group

Tender:

Tender identifier: 000064625

Identifier of lot or group of lots: LOT-0002

The tender was ranked: no

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 412542

Date of the conclusion of the contract: 15/11/2024

The contract is awarded within a framework agreement: no

Winner:

Official name: Abtran_63861

Tender:

Tender identifier: 000064543

Identifier of lot or group of lots: LOT-0002

The tender was ranked: no

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 412536

Date of the conclusion of the contract: 15/11/2024

The contract is awarded within a framework agreement: no

Winner:

Official name: Capita Customer Solutions Limited

Tender:

Tender identifier: 000064688

Identifier of lot or group of lots: LOT-0002

The tender was ranked: no

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 412538

Date of the conclusion of the contract: 15/11/2024

The contract is awarded within a framework agreement: no

Winner:

Official name: KPMG_3970

Tender:

Tender identifier: 000064650

Identifier of lot or group of lots: LOT-0002

The tender was ranked: no

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 412543

Date of the conclusion of the contract: 15/11/2024

The contract is awarded within a framework agreement: no

Winner:

Official name: Key Answering Systems Ltd

Tender:

Tender identifier: 000064622

Identifier of lot or group of lots: LOT-0002

The tender was ranked: no

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 412544

Date of the conclusion of the contract: 15/11/2024

The contract is awarded within a framework agreement: no

Winner:

Official name: Journeycall

Tender:

Tender identifier: 000064696

Identifier of lot or group of lots: LOT-0002

The tender was ranked: no

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 412540

Date of the conclusion of the contract: 15/11/2024

The contract is awarded within a framework agreement: no

Winner:

Official name: Field Management Ireland_4244

Tender:

Tender identifier: 000064425

Identifier of lot or group of lots: LOT-0002

The tender was ranked: no

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 412537

Date of the conclusion of the contract: 15/11/2024

The contract is awarded within a framework agreement: no

6.1 Result lot Identifier: LOT-0003

At least one winner was chosen.

Framework agreement:

Maximum value of the framework agreement: 155 000 000 Euro

Re-estimated value of the framework agreement: 155 000 000 Euro

6.1.2 Information about winners

Winner:

Official name: TATA CONSULTANCY SERVICES IRELAND LIMITED

Tender:

Tender identifier: 000064692

Identifier of lot or group of lots: LOT-0003

The tender was ranked: no

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 412554

Date of the conclusion of the contract: 15/11/2024

The contract is awarded within a framework agreement: no

Winner:

Official name: ARI Services Europe Ltd [ARISE]

Tender:

Tender identifier: 000064707

Identifier of lot or group of lots: LOT-0003

The tender was ranked: no

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 412549

Date of the conclusion of the contract: 15/11/2024

The contract is awarded within a framework agreement: no

Winner:

Official name: RigneyDolphin Group

Tender:

Tender identifier: 000064625

Identifier of lot or group of lots: LOT-0003

The tender was ranked: no

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 412551

Date of the conclusion of the contract: 15/11/2024

The contract is awarded within a framework agreement: no

Winner:

Official name: Abtran_63861

Tender:

Tender identifier: 000064543

Identifier of lot or group of lots: LOT-0003

The tender was ranked: no

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 412546

Date of the conclusion of the contract: 15/11/2024

The contract is awarded within a framework agreement: no

Winner:

Official name: Capita Customer Solutions Limited

Tender:

Tender identifier: 000064688

Identifier of lot or group of lots: LOT-0003

The tender was ranked: no

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 412547

Date of the conclusion of the contract: 15/11/2024

The contract is awarded within a framework agreement: no

Winner:

Official name: KPMG_3970

Tender:

Tender identifier: 000064650

Identifier of lot or group of lots: LOT-0003

The tender was ranked: no

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 412552

Date of the conclusion of the contract: 15/11/2024

The contract is awarded within a framework agreement: no

Winner:

Official name: Journeycall

Tender:

Tender identifier: 000064696
Identifier of lot or group of lots: LOT-0003
The tender was ranked: no
Subcontracting: Not yet known
Contract information:
Identifier of the contract: 412550
Date of the conclusion of the contract: 15/11/2024
The contract is awarded within a framework agreement: no

Winner:

Official name: Field Management Ireland_4244
Tender:
Tender identifier: 000064425
Identifier of lot or group of lots: LOT-0003
The tender was ranked: no
Subcontracting: Not yet known
Contract information:
Identifier of the contract: 412548
Date of the conclusion of the contract: 15/11/2024
The contract is awarded within a framework agreement: no

Winner:

Official name: Fexco Limited
Tender:
Tender identifier: 000064535
Identifier of lot or group of lots: LOT-0003
The tender was ranked: no
Subcontracting: Not yet known
Contract information:
Identifier of the contract: 412553
Date of the conclusion of the contract: 15/11/2024
The contract is awarded within a framework agreement: no

8 Organisations

8.1 ORG-0010

Official name: Journeycall
Registration number: 07123448
Postal address: 3 James Chalmers Road
Town: Arbroath
Postcode: DD11 3RQ
Country subdivision (NUTS): Edinburgh, City of (UKM75)
Country: United Kingdom
Email: chris.holah@the-espgroup.com
Telephone: 07300630367
Internet address: www.the-espgroup.com
Roles of this organisation:
Tenderer
Winner of these lots: LOT-0001, LOT-0002, LOT-0003

8.1 ORG-0011

Official name: Field Management Ireland_4244
Registration number: 225032
Postal address: Unit 3a Dundrum Business' Park Dundrum Dublin 14
Town: Dublin
Postcode: D14 WC52
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Email: majella.flynn@fmi.ie
Telephone: 014963399
Internet address: www.fmi.ie
Roles of this organisation:
 Tenderer
 Winner of these lots: LOT-0001, LOT-0002, LOT-0003

8.1 ORG-0012

Official name: Fexco Limited
Registration number: 83934
Postal address: Fexco Centre, Iveragh Road, Killorglin, County Kerry
Town: Killorglin
Postcode: V93WN9T
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Email: sray@fexco.com
Telephone: 0669761258
Roles of this organisation:
 Tenderer
 Winner of these lots: LOT-0001, LOT-0002, LOT-0003

8.1 ORG-0013

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 subdivision (NUTS): Dublin (IE061)
Country: Ireland
Email: HighCourtCentralOffice@courts.ie
Telephone: +353 1 8886000
Roles of this organisation:
 Review organisation

8.1 ORG-0014

Official name: European Dynamics S.A.
Registration number: 002024901000
Department: European Dynamics S.A.
Town: Athens
Postcode: 15125
Country subdivision (NUTS): Βόρειος Τομέας Αθηνών (EL301)
Country: Greece

Email: eproc-esender@eurodyn.com

Telephone: +30 2108094500

Roles of this organisation:

TED eSender

8.1 ORG-0001

Official name: The Office of Government Procurement

Registration number: IE3229842HH

Postal address: 3A Mayor Street Upper, Dublin 1

Town: Dublin

Postcode: D01 PF72

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: support@ogp.gov.ie

Telephone: +353 17738000

Internet address: <https://www.ogp.gov.ie>

Buyer profile: <https://www.ogp.gov.ie>

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

Organisation executing the payment

8.1 ORG-0002

Official name: eDocs

Registration number: 9734420t

Postal address: Abbeyhall Studios, Newtown Road, Celbridge, Co. Kildare, Eire

Town: Celbridge

Postcode: W23 NW58

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: carl@edocs.ie

Telephone: 35319015535

Internet address: www.edocs.ie

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

8.1 ORG-0003

Official name: TATA CONSULTANCY SERVICES IRELAND LIMITED

Registration number: 683660

Postal address: 29 EARLSFORT TERRACE, DUBLIN 2, DUBLIN, IRELAND

Town: Dublin

Postcode: D02

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: deepak.c@tcs.com

Telephone: 0749604485

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001, LOT-0002, LOT-0003

8.1 ORG-0004

Official name: ARI Services Europe Ltd [ARISE]

Registration number: 315249

Postal address: Walton House, National Technology Park, Lonsdale Road, Plassey,

Town: Limerick

Postcode: V94 T2XT

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: Joe.Cahalane@arise-europe.com

Telephone: 0872577501

Internet address: www.adec-arise.com

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001, LOT-0002, LOT-0003

8.1 ORG-0005

Official name: RigneyDolphin Group

Registration number: 655962

Town: Waterford

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: vobrien@relatecare.com

Telephone: 051590000

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001, LOT-0002, LOT-0003

8.1 ORG-0006

Official name: Abtran_63861

Registration number: 260018

Town: Cork

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: tenders@abtran.com

Telephone: 0212301800

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001, LOT-0002, LOT-0003

8.1 ORG-0007

Official name: Capita Customer Solutions Limited

Registration number: 377757

Postal address: Unit B West Cork Business and Technology Park

Town: Clonakilty

Postcode: P85 YH98

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: kieran.platt@capita.com

Telephone: 0864110186

Internet address: www.capita.com

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001, LOT-0002, LOT-0003

8.1 ORG-0008

Official name: KPMG_3970

Registration number: 123456

Town: Dublin

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: ogptenders@kpmg.ie

Telephone: 0877442135

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001, LOT-0002, LOT-0003

8.1 ORG-0009

Official name: Key Answering Systems Ltd

Registration number: 346705

Postal address: 2G The Atrium, Blackpool Retail Park, Blackpool, Cork

Town: Cork

Postcode: T23T2VY

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: patkeogh@aremaconnect.com

Telephone: 00353214824300

Internet address: www.aremaconnect.com

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001, LOT-0002

11 Notice information

11.1 Notice information

Notice identifier/version: 9dfe1dbe-3e41-4f42-8482-fad176b45878 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice dispatch date: 19/11/2024 13:18 +00:00

Languages in which this notice is officially available: English

11.2 Publication information