

Ireland: Helpdesk services

Managed Business Process Services to Support SEAI Programmes

Contract or concession award notice – standard regime

1 Buyer

1.1 Buyer

Official name: Sustainable Energy Authority of Ireland

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Environmental protection

2 Procedure

2.1 Procedure

Title: Managed Business Process Services to Support SEAI Programmes

Description: The objective of this Request For Tender is to identify a suitably skilled and experienced multi-disciplined customer and business process services provider that will operate in partnership with SEAI to support the effective delivery of SEAI programmes in line with SEAI's values of being Passionate, Courageous, Innovative, Trusted, Experts and Collaborative. For further information please see the Request for Tender published at

www.etenders.gov.ie

Procedure identifier: ab102d08-d9af-45c5-b6d3-d91670744983

Previous notice: 3ce9c0b6-f5fa-495a-a6ca-afda246115e3-01

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): 72253100 Helpdesk services

Additional classification (cpv): 79000000 Business services: law, marketing, consulting, recruitment, printing and security

Additional classification (cpv): 79342300 Customer services

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

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

Additional classification (cpv): 72253200 Systems support services

Additional classification (cpv): 79500000 Office-support services

Additional classification (cpv): 79512000 Call centre

2.1.2 Place of performance

Country: Ireland

Anywhere in the given country

2.1.3 Value

Estimated value excluding VAT: 37 000 000 Euro

2.1.4 General information

Legal basis:

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Managed Business Process Services to Support SEAI Programmes

Description: The objective of this Request For Tender is to identify a suitably skilled and experienced multi-disciplined customer and business process services provider that will operate in partnership with SEAI to support the effective delivery of SEAI programmes in line with SEAI's values of being Passionate, Courageous, Innovative, Trusted, Experts and Collaborative. For further information please see the Request for Tender published at www.etenders.gov.ie

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72253100 Helpdesk services

Additional classification (cpv): 79000000 Business services: law, marketing, consulting, recruitment, printing and security

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Additional classification (cpv): 79512000 Call centre

5.1.2 Place of performance

Country: Ireland

Anywhere in the given country

Additional information:

5.1.5 Value

Estimated value excluding VAT: 37 000 000 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: Award Criteria 1: Demonstrated understanding of the context of the work and SEAI's requirements.

Weight (points, exact): 50

Criterion:

Type: Quality

Name:

Description: Award Criteria 2: Quality and Merit of the Tenderer's General Organisational Capability to Deliver the Services.

Weight (points, exact): 80

Criterion:

Type: Quality

Name:

Description: Award Criteria 3: Quality and merit of the proposed approach to delivery of services as set out in the requirements.

Weight (points, exact): 170

Criterion:

Type: Quality

Name:

Description: Award Criteria 4: Quality and merit of the proposed approach to Transition, mobilisation, exit and Risk management.

Weight (points, exact): 75

Criterion:

Type: Quality

Name:

Description: Award Criteria 5: Quality and merit of the proposed service approach to resourcing and operational structure and proposed Personnel & Management Operations team

Weight (points, exact): 150

Criterion:

Type: Quality

Name:

Description: Award Criteria 6: Continuous Improvement and Innovation: Tenderers should demonstrate their ability to innovate and improve service delivery, efficiency, effectiveness, whilst reducing costs, resource bottlenecks and risks.

Weight (points, exact): 125

Criterion:

Type: Cost

Name:

Description: Coat of Service

Weight (points, exact): 350

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

Justification for not indicating the weighting of the award criteria:

5.1.12 Terms of procurement

Information about review deadlines: Standard CfT deadlines have apply

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: Sustainable Energy Authority of Ireland

TED eSender: European Dynamics S.A.

6 Results

Value of all contracts awarded in this notice: 27 406 028,08 Euro

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: 000041094

Identifier of lot or group of lots: LOT-0001

Value of the tender: 27 406 028,08 Euro

Subcontracting: No

Contract information:

Identifier of the contract: 415335

Date of the conclusion of the contract: 01/04/2024

The contract is awarded within a framework agreement: no

6.1.4 Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 2

8 Organisations

8.1 ORG-0001

Official name: Sustainable Energy Authority of Ireland

Registration number: 231664

Postal address: Three Park Place, Upper Hatch Street, Dublin 2

Town: Dublin

Postcode: D02FX65

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: Procurement@seai.ie

Telephone: 018082100

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

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

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

8.1 ORG-0002

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

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 subdivision (NUTS): Dublin (IE061)

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

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

11 Notice information

11.1 Notice information

Notice identifier/version: 1bf76926-d2d7-482c-a32e-2112ba77e08a - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice dispatch date: 16/01/2025 15:22 +00:00

Languages in which this notice is officially available: English

11.2 Publication information