IRELAND: CALL CENTRE
GALWAY CITY COUNCIL - PROVISION OF SERVICES - OUT OF HOURS CALL ANSWERING SERVICE FOR GALWAY CITY COUNCIL

Contract or concession award notice – standard regime

1 *Buyer*

1.1 *Buyer*

Official name: Galway City Council_268
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: Galway City Council - Provision of Services - Out of Hours Call Answering Service for Galway City Council
Description: Galway City Council is the authority responsible for local government in the city of Galway. Local Authorities provide a diverse range of public services across areas including housing; community; roads; transportation; urban planning; development; infrastructure; water; recreation and amenity; culture; and environment. These services are provided on a 24/7/365 basis. During normal working hours Galway City Council receives large volumes of calls relating to its services. Generally, there is an acceptance by members of the public that normal day to day enquiries relating to Local Authority services can only be made during normal office hours. Outside of normal hours there are occasions when members of the public need to urgently contact a Local Authority for a variety of reasons. This ‘Request for Tenders’ seeks a service provider that will answer and process Galway City Council’s calls that occur Out of Hours.
Procedure identifier: 6d698c8e-bdc7-456a-b81b-5fccfae21de1
Previous notice: 1b801d44-0746-4c2b-b34c-e3802f2ffb39-01
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): 79512000 Call centre
Additional classification (cpv): 79510000 Telephone-answering services
Additional classification (cpv): 79500000 Office-support services

2.1.2 *Place of performance*

Country subdivision (NUTS): West (IE042)
Country: Ireland

2.1.4 *General information*

Legal basis:
Directive 2014/24/EU

5 *Lot*

5.1 *Lot technical ID*: LOT-0001

Title: Galway City Council - Provision of Services - Out of Hours Call Answering Service for Galway City Council
Description: Galway City Council is the authority responsible for local government in the city of Galway. Local Authorities provide a diverse range of public services across areas including housing; community; roads; transportation; urban planning; development; infrastructure; water; recreation and amenity; culture; and environment. These services are provided on a 24/7/365 basis. During normal working hours Galway City Council receives large volumes of calls relating to its services. Generally, there is an acceptance by members of the public that normal day to day enquiries relating to Local Authority services can only be made during normal office hours. Outside of normal hours there are occasions when members of the public need to urgently contact a Local Authority for a variety of reasons. This 'Request for Tenders' seeks a service provider that will answer and process Galway City Council's calls that occur Out of Hours.
Internal identifier: 0

5.1.1 *Purpose*

Main nature of the contract: Services
Main classification (cpv): 79512000 Call centre
Additional classification (cpv): 79510000 Telephone-answering services
Additional classification (cpv): 79500000 Office-support services

5.1.2 *Place of performance*

Country subdivision (NUTS): West (IE042)
Country: Ireland
Additional information:

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: Most Economically Advantageous Tender
Weight (decimal, exact): 1
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:
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: Galway City Council_268
TED eSender: European Dynamics S.A.

6 *Results*

Value of all contracts awarded in this notice: 18 250 *Euro*
Approximate value of the framework agreements: 0 *Euro*

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: 000063139
Identifier of lot or group of lots: LOT-0001
Subcontracting: No
Value of subcontracting: 0 Euro
Contract information:
Identifier of the contract: 410322
Date on which the winner was chosen: 13/08/2024
Date of the conclusion of the contract: 28/08/2024
The contract is awarded within a framework agreement: *no*

8 *Organisations*

8.1 ORG-0001

Official name: Galway City Council_268
Registration number: 0022193N
Postal address: Galway City Council
Town: Galway
Postcode: H91 X4K8
Country: Ireland
Email: James.murphy@galwaycity.ie
Telephone: 091536400
Buyer profile: https://www.galwaycity.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: 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: 127d39c8-0846-4f18-a924-9fc1e63dcc19 - 01
Form type: Result
Notice type: Contract or concession award notice – standard regime
Notice dispatch date: 16/09/2024 12:17 +01:00
Languages in which this notice is officially available: English

11.2 *Publication information*