

Ireland: Call centre

Mini Competition for Lot 3 Contact Management and Related Administrative Services for Department of Agriculture, Food and the Marine

Contract or concession award notice – standard regime

1 Buyer

1.1 Buyer

Official name: Department of Agriculture, Food and the Marine

Legal type of the buyer: Central government authority

The buyer is a contracting entity

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Mini Competition for Lot 3 Contact Management and Related Administrative Services for Department of Agriculture, Food and the Marine

Description: SRFT for Managed Business Process Support Services (Lot 3 Contact Management and Related Administrative Services) for the Department of Agriculture, Food and the Marine

Procedure identifier: 1c285c74-32cd-4e7b-919f-80f17bd7f015

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 64110000 Postal services

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

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

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

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): 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): 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): 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

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)
Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 16 000 000 Euro

2.1.4 General information

Legal basis:
Other

5 Lot

5.1 Lot: LOT-0001

Title: Lot 3: Contact Management and Related Administrative Services: For estimated contract values ≥ €15 million
Description: SRFT for Managed Business Process Support Services (Lot 3 Contact Management and Related Administrative Services) for the Department of Agriculture, Food and the Marine
Internal identifier: 3

5.1.1 Purpose

Main nature of the contract: Services
Main classification (cpv): 79512000 Call centre
Additional classification (cpv): 64110000 Postal services
Additional classification (cpv): 64112000 Postal services related to letters
Additional classification (cpv): 64113000 Postal services related to parcels
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
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): 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
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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

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 48 Month

5.1.5 Value

Estimated value excluding VAT: 16 000 000 Euro

5.1.6 General information

Procurement Project not financed with EU Funds.

5.1.7 Strategic procurement

Aim of strategic procurement: No strategic procurement

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: Department of Agriculture, Food and the Marine

Organisation providing more information on the review procedures: The High Court of Ireland

6 Results

6.1 Result lot identifier: LOT-0001

At least one winner was chosen.

6.1.2 Information about winners

Winner:

Official name: Capita Customer Solutions Limited

Tender:

Tender identifier: 000169060

Identifier of lot or group of lots: LOT-0001

Value of the tender: 16 000 000 Euro

Contract information:

Identifier of the contract: 454792

Date of the conclusion of the contract: 10/07/2026

8 Organisations

8.1 ORG-0001

Official name: Department of Agriculture, Food and the Marine

Postal address: Agriculture House, Kildare Street, Dublin

Town: Dublin

Postcode: D02 WK12

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: info@agriculture.gov.ie

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

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

8.1 ORG-0002

Official name: Capita Customer Solutions Limited

Size of the economic operator: Large

Registration number: 377757

Postal address: Unit B West Cork Business and Technology Park
Town: Clonakilty
Postcode: P85 YH98
Country subdivision (NUTS): South-West (IE053)
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

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
 Organisation providing more information on the review procedures

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

Notice information

Notice identifier/version: bcd38c92-162e-4496-beb9-cb2c080cab68 - 01
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