

This notice in TED website: <http://ted.europa.eu/udl?uri=TED:NOTICE:83646-2010:TEXT:EN:HTML>

IRL-Dublin: customer services

2010/S 56-083646

CONTRACT NOTICE

Services

SECTION I: CONTRACTING AUTHORITY

I.1) NAME, ADDRESSES AND CONTACT POINT(S)

Tourism Ireland
5th Floor - Bishop's Square, Redmond's Hill
Contact: Corporate Services
Attn: Hannah Hughes
D2 Dublin
IRELAND
Tel. +353 14763400
E-mail: hhughes@tourismireland.com
Fax +353 14763666

Internet address(es)

General address of the contracting authority <http://www.tourismireland.com>
Address of the buyer profile http://www.etenders.gov.ie/search/Search_AuthProfile.aspx?ID=AA01860

Further information can be obtained at: As in above-mentioned contact point(s)

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained at: As in above-mentioned contact point(s)

Tenders or requests to participate must be sent to:

Tourism Ireland
Beresford House , 2 Beresford Road
Attn: Carly McCracken
BT52 1GE Coleraine
UNITED KINGDOM
Tel. +44 2870359200
E-mail: cmccracken@tourismireland.com
Fax +44 2870326932
Internet: <http://www.tourismireland.com>

I.2) TYPE OF THE CONTRACTING AUTHORITY AND MAIN ACTIVITY OR ACTIVITIES

Body governed by public law
Other Tourism Marketing

SECTION II: OBJECT OF THE CONTRACT

II.1) DESCRIPTION

II.1.1) Title attributed to the contract by the contracting authority

Contact centre services.

II.1.2) Type of contract and location of works, place of delivery or of performance

Services

Service category: No 27

Main place of performance Island of Ireland.

NUTS code IE

II.1.3) The notice involves

A public contract

II.1.4) Information on framework agreement

II.1.5) Short description of the contract or purchase(s)

Tourism Ireland Limited is seeking a service provider capable of servicing and managing customer interactions in relation to consumer and trade enquiries from Europe, United States, Canada and potentially other regions such as Australasia, GCC, Asia and South Africa. Current services provide for inbound calls, emails, web-chat and social media applications (e.g. Facebook/Twitter) in addition to ad hoc services such as data entry, translations, etc. This is not an exhaustive list, and it is likely that it will be altered over time, e.g. with the option of extending such services to new channels of customer interaction, VoIP enquiries, etc.

Note: To register your interest in this notice and obtain any additional information please visit the eTenders web site at http://www.etenders.gov.ie/Search/Search_Switch.aspx?ID=119547.

II.1.6) Common procurement vocabulary (CPV)

79342300, 79512000, 79510000, 72312000, 72312100, 72313000, 72314000, 72316000, 72321000, 80510000, 79570000, 79420000, 79421000, 79342320

II.1.7) Contract covered by the Government Procurement Agreement (GPA)

Yes

II.1.8) Division into lots

No

II.1.9) Variants will be accepted

II.2) QUANTITY OR SCOPE OF THE CONTRACT

II.2.1) Total quantity or scope

II.2.2) Options

No

II.3) DURATION OF THE CONTRACT OR TIME-LIMIT FOR COMPLETION

Duration in months: 36 (from the award of the contract)

SECTION III: LEGAL, ECONOMIC, FINANCIAL AND TECHNICAL INFORMATION

III.1) CONDITIONS RELATING TO THE CONTRACT

III.1.1) Deposits and guarantees required

III.1.2) Main financing conditions and payment arrangements and/or reference to the relevant provisions regulating them

The successful Tenderer may be required to provide a bank guarantee and/or performance bond at contract stage.

III.1.3) Legal form to be taken by the group of economic operators to whom the contract is to be awarded

A grouping if successful must contract as a single entity, having joint and several liability.

III.1.4) Other particular conditions to which the performance of the contract is subject

No

III.2) CONDITIONS FOR PARTICIPATION

- III.2.1) **Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers**
Information and formalities necessary for evaluating if requirements are met: Please see the request for tenders documentation.
- III.2.2) **Economic and financial capacity**
Information and formalities necessary for evaluating if requirements are met: Please see the request for tenders documentation.
- III.2.3) **Technical capacity**
Information and formalities necessary for evaluating if requirements are met:
Please see the request for tenders documentation.
Minimum level(s) of standards possibly required
The successful candidate must have a proven track record in the area of supporting an organisation with offices in various countries around the world and have the ability to support the technical infrastructure of Tourism Ireland's network of offices.
- III.2.4) **Reserved contracts**
- III.3) **CONDITIONS SPECIFIC TO SERVICES CONTRACTS**
- III.3.1) **Execution of the service is reserved to a particular profession**
- III.3.2) **Legal entities should indicate the names and professional qualifications of the staff responsible for the execution of the service**
Yes

SECTION IV: PROCEDURE

- IV.1) **TYPE OF PROCEDURE**
- IV.1.1) **Type of procedure**
Negotiated
Candidates have already been selected No
- IV.1.2) **Limitations on the number of operators who will be invited to tender or to participate**
Envisaged minimum number 3
- IV.1.3) **Reduction of the number of operators during the negotiation or dialogue**
Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated Yes
- IV.2) **AWARD CRITERIA**
- IV.2.1) **Award criteria**
The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document
- IV.2.2) **An electronic auction will be used**
No
- IV.3) **ADMINISTRATIVE INFORMATION**
- IV.3.1) **File reference number attributed by the contracting authority**
CEEM/CE/CC/1001
- IV.3.2) **Previous publication(s) concerning the same contract**
- IV.3.3) **Conditions for obtaining specifications and additional documents**
- IV.3.4) **Time-limit for receipt of tenders or requests to participate**

26.4.2010 - 15:00

IV.3.5) **Date of dispatch of invitations to tender or to participate to selected candidates**
17.5.2010

IV.3.6) **Language(s) in which tenders or requests to participate may be drawn up**
English.

IV.3.7) **Minimum time frame during which the tenderer must maintain the tender**
Duration in month(s): 12 (from the date stated for receipt of tender)

IV.3.8) **Conditions for opening tenders**

SECTION VI: COMPLEMENTARY INFORMATION

VI.1) **THIS IS A RECURRENT PROCUREMENT**

VI.2) **CONTRACT RELATED TO A PROJECT AND/OR PROGRAMME FINANCED BY EU FUNDS**

VI.3) **ADDITIONAL INFORMATION**

Documentation accompanying this notice should be downloaded from www.etenders.gov.ie.

This call for requests to participate is the first stage in a staged negotiated tender process.

Tenders must be submitted in hard copy by the deadline stated.

All hard copy tenders must be sent in clearly marked envelopes.

Tourism Ireland cannot accept responsibility for applications that are lost or damaged in the post.

Late applications will not be accepted.

Tourism Ireland will not be responsible for costs, charges or expenses incurred by participants, whether or not a final contract is awarded.

Tourism Ireland is subject to the provisions of the Code of Practice on Freedom of Information for North South Implementation Bodies and Tourism Ireland.

Award of this contract will be subject to selected candidate obtaining a tax clearance certificate as required by the Irish Revenue Commissioners.

The contract will be subject to Irish law.

Tourism Ireland reserves the right without advance notice (and without giving reasons unless so required by law and without liability to the applicants) to amend or otherwise change the process or to terminate the process.

This notice does not represent a commitment to enter into any contract(s).

(ET Ref:119547)

VI.4) **PROCEDURES FOR APPEAL**

VI.4.1) **Body responsible for appeal procedures**

VI.4.2) **Lodging of appeals**

VI.4.3) **Service from which information about the lodging of appeals may be obtained**

VI.5) **DATE OF DISPATCH OF THIS NOTICE:**
18.3.2010