

Ireland-Dublin: Software implementation services
OJ S 8/2022 12/01/2022
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Personal Injuries Assessment Board

National registration number: N/A

Postal address: PO Box 9732

Town: Dublin 24

NUTS code: IE061 Dublin

Postal code: Tallaght

Country: Ireland

Contact person: Anthony Sheridan

E-mail: anthony.sheridan@piab.ie

Telephone: +353 14634588

Fax: +353 14634596

Internet address(es):

Main address: <http://www.piab.ie>

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/478>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=204946&B=ETENDERS_SIMPLE

[PID=204946&B=ETENDERS_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=204946&B=ETENDERS_SIMPLE)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=204946&B=ETENDERS_SIMPLE

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

PQQ for Claims Management Solution and related services to assist PIAB

Reference number: PQQ for Claims Mgmt Solution

II.1.2. Main CPV code

72263000 Software implementation services

II.1.3. Type of contract

Services

II.1.4. Short description

Qualification Questionnaire under the Competitive Dialogue Procedure Establishment of a Single Party framework agreement for the Provision, implementation and support of a solution to manage Claims processes within PIAB

The focus at this stage is on the delivery of a new claims' management solution. This will include the development of portal functionality for communicating and exchanging information with claimants, solicitors, respondents, insurers, medical professionals and others.

With regards to the delivery of a new claims management solution, the key outcomes PIAB are seeking is to move to a much more automated environment, enhancing current processes, bringing operational efficiencies and improved customer service.

II.1.5. Estimated total value

Value excluding VAT: 6 000 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

48000000 Software package and information systems, 48170000 Compliance software package, 48333000 Contact management software package, 48517000 IT software package, 48781000 System management software package, 72000000 IT services: consulting, software development, Internet and support, 72200000 Software programming and consultancy services , 72210000 Programming services of packaged software products, 72211000 Programming services of systems and user software, 72212000 Programming services of application software, 72212170 Compliance software development services, 72232000 Development of transaction processing and custom software, 72254000 Software testing, 72260000 Software-related services, 72261000 Software support services, 72264000 Software reproduction services, 72265000 Software configuration services, 72266000 Software consultancy services, 72267000 Software maintenance and repair services, 72267100 Maintenance of information technology software, 72267200 Repair of information technology software, 72268000 Software supply services

II.2.3. Place of performance

NUTS code: IE061 Dublin

Main site or place of performance: Dublin 24.

II.2.4. Description of the procurement

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development of portal functionality for communicating and exchanging information with claimants, solicitors,

respondents, insurers, medical professionals and others.

With regards to the delivery of a new claims management solution, the key outcomes PIAB are seeking is to move to a much more automated environment, enhancing current processes, bringing operational efficiencies and improved customer service.

The purpose of this document is to:

- provide potential tenders / suppliers with the information that they need to decide whether to participate in this competition

- allow PIAB to identify a number of suitably qualified and experienced organisations who will be invited

to participate in the competitive dialogue phase of the procurement process

- facilitate the submission of completed Qualification Questionnaires by interested Applicants

- allow PIAB to assess the quality of the potential tenderers / suppliers and their financial and technical

capacities to meet the requirements of the Framework Agreement.

The information provided will be supplemented at the Dialogue and Tender phases of this competitive process.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Previous Experience / Weighting: 60

Quality criterion - Name: Quality Assurance Measures / Weighting: 40

Cost criterion - Name: Price / Weighting: 0

II.2.6. Estimated value

Value excluding VAT: 6 000 000,00 EUR

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 84

This contract is subject to renewal: no

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged minimum number: 5

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

II.2.14. Additional information

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Competitive dialogue

IV.1.3. Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 04/02/2022 Local time: 14:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

English

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 12 (from the date stated for receipt of tender)

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: High Court

Town: Dublin

Country: Ireland

VI.5. Date of dispatch of this notice

07/01/2022