

**Ireland-Dublin: Software support services**  
**OJ S 17/2016 26/01/2016**  
**Contract award notice**  
**Services**

**Directive 2004/18/EC**

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Local Government Management Agency

National registration number: N/A

Postal address: Local Government House, 35-39 Ushers Quay

Town: Dublin

Postal code: 8

Country: Ireland

For the attention of: Jackie Russell

E-mail: [jrussell@lgma.ie](mailto:jrussell@lgma.ie)

Telephone: +353 16332200

**Internet address(es):**

General address of the contracting authority: <http://www.lgma.ie>

Address of the buyer profile: <http://irl.eu-supply.com/ctm/Supplier/CompanyInformation/Index/412>

Electronic access to information: [http://irl.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=93572&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=93572&B=ETENDERS_SIMPLE)

**I.2. Type of the contracting authority**

Regional or local authority

**I.3. Main activity**

Other: range of support services to local government sector

**I.4. Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: no

**Section II: Object of the contract**

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**II.1. Description**

**II.1.1. Title**

Building Infrastructure and Development Control and Integration Services incorporating 3 lots covering Drupal Development and Support, SugarCRM Development and Support and a Data Analytics Solution.

**II.1.2. Type of contract and place of performance or delivery**

Services

Service category No 7: Computer and related services

Main site or place of performance: Dublin 8.

NUTS code IE0 Ireland

**II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)**

The procurement involves the establishment of a framework agreement

#### **II.1.4. Short description of the contract or purchase(s)**

This request for tender is intended to establish the following arrangements:

- i. A multi-vendor framework agreement for the provision of Drupal Development and Support Services (Lot 1) to run for a period of 4 years subject to with- and without-fault termination. No more than 5 vendors will be selected to participate in the framework agreement. Customers will purchase from the framework by means of individual contracts concluded on foot of mini-competitions conducted according to the rules described in Appendix III.
  - ii. A framework agreement with a single supplier for the provision of SugarCRM Development and Support Services (Lot 2) for a period of 4 years subject to with- and without-fault termination. Specific contracts will be concluded between the Supplier and 1 or more customers of the framework without further competition (where the customers elect to use the framework) and subject to the general terms and conditions defined in the framework agreement augmented by contract-specific terms and conditions where necessary.
  - iii. A contract for the Supply of a Data Analytics Solution with an indefinite Support and Maintenance Agreement (Lot 3) subject to annual non-automatic renewal and with- and without-fault termination.
- See tender documentation for further details.

#### **II.1.5. CPV code(s)**

72261000 Software support services, 48461000 Analytical or scientific software package, 72262000 Software development services, 72268000 Software supply services

#### **II.1.6. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

### **II.2. Total value of the contract/lot**

#### **II.2.1. Total value of the contract/lot excluding VAT**

## **Section IV: Procedure**

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### **IV.1. Type of procedure**

#### **IV.1.1. Type of procedure**

Open

### **IV.2. Award criteria**

#### **IV.2.1. Award criteria**

The most economically advantageous tender in terms of

1. Total cost of core service. Weighting 30
2. Cost of required additional services. Weighting 10
3. Merit of the proposal. Weighting 32
4. Merit of the management and administration arrangements. Weighting 8
5. Merit of required additional services. Weighting 20

#### **IV.2.2. Information about electronic auction**

An electronic auction has been used: no

### **IV.3. Administrative information**

#### **IV.3.1. File reference number attributed by the contracting authority**

TD37

#### **IV.3.2. Previous publication concerning this procedure**

##### **Contract notice**

Notice number in the OJ S: [2015/S 205-372503](#) of 22.10.2015

### **Section V: Award of contract**

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Contract No: 1

Lot No: 1

- Lot title: Drupal Development and Support Services

#### **V.1. Date of conclusion of the contract**

25.1.2016

#### **V.2. Information about tenders**

Number of tenders received: 6

#### **V.3. Name and address of the contractor**

Official name: Annertech

National registration number: IE 9692531B

Postal address: Unit 204, Business Innovation Centre, NUI

Town: Galway

Country: Ireland

E-mail: [hello@annertech.com](mailto:hello@annertech.com)

Telephone: +353 15240312

Internet address: <http://www.annertech.com>

#### **V.4. Information on value of the contract/lot**

Total value of the procurement:

Lowest offer 500 000 and Highest offer 750 000 EUR  
excluding VAT

#### **V.5. Information about subcontracting**

The contract is likely to be subcontracted: no

Contract No: 2

Lot No: 1

- Lot title: Drupal Development and Support Services

#### **V.1. Date of conclusion of the contract**

25.1.2016

#### **V.2. Information about tenders**

Number of tenders received: 6

#### **V.3. Name and address of the contractor**

Official name: Civic Resource Group International Operations Limited (Hailglen)

National registration number: 554789

Postal address: Hillside House, Hillside Road

Town: Wicklow

Country: Ireland

E-mail: [marcelh@civicresource.com](mailto:marcelh@civicresource.com)

Telephone: +353 0860261085  
Internet address: <http://www.civicresource.com>

**V.4. Information on value of the contract/lot**

Total value of the procurement:  
Lowest offer 50 000 and Highest offer 750 000 EUR  
excluding VAT

**V.5. Information about subcontracting**

The contract is likely to be subcontracted: no

Contract No: 4

Lot No: 1

- Lot title: Drupal Development and Support Services

**V.1. Date of conclusion of the contract**

25.1.2016

**V.2. Information about tenders**

Number of tenders received: 6

**V.3. Name and address of the contractor**

Official name: iterate  
National registration number: 503979  
Postal address: 28 South Frederick Street  
Town: Dublin  
Postal code: 2  
Country: Ireland  
E-mail: [gary@iterate.ie](mailto:gary@iterate.ie)  
Telephone: +353 115241346  
Internet address: <http://iterate.ie>

**V.4. Information on value of the contract/lot**

Total value of the procurement:  
Lowest offer 200 000 and Highest offer 250 000 EUR  
excluding VAT

**V.5. Information about subcontracting**

The contract is likely to be subcontracted: no

**Section VI: Complementary information**

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**VI.1. Information about European Union funds**

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

**VI.2. Additional information**

**VI.3. Procedures for review**

**VI.3.1. Review body**

**VI.3.2. Review procedure**

**VI.3.3. Service from which information about the review procedure may be obtained**

**VI.4. Date of dispatch of this notice**

25.1.2016