

Ireland-Dublin: IT services: consulting, software development, Internet and support

OJ S 15/2023 20/01/2023

Contract award notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Department of Education and Skills

National registration number: IE4000067R

Postal address: Marlborough Street

Town: Dublin

NUTS code: IE0 Ireland

Postal code: Dublin 1

Country: Ireland

Contact person: Therese Callery

E-mail: therese_callery@dfheris.gov.ie

Internet address(es):

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

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1142>

I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

Education

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Provision of a Customer Relationship Management System and Ongoing Support Services

Reference number: DFHERISCRM2022

II.1.2. Main CPV code

72000000 IT services: consulting, software development, Internet and support

II.1.3. Type of contract

Services

II.1.4. Short description

Department of Further and Higher Education, Research, Innovation and Science (the "Contracting Authority") invites tenders from economic operators for the provision of a Customer Relationship Management System and Ongoing Support Services

This competition relates to the procurement of a CRM solution for reporting, monitoring, auditing, and accounting for expenditure under Ireland's ESF+ programme for the 2021-2027

period. While the solution will be used primarily for the ESF+, the proposed solution should be scalable to include other EU Funds and their programmes (should the future need arise).

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 741 020,20 EUR

II.2. Description

II.2.2. Additional CPV code(s)

72200000 Software programming and consultancy services, 72210000 Programming services of packaged software products, 72220000 Systems and technical consultancy services, 72230000 Custom software development services, 72240000 Systems analysis and programming services, 72250000 System and support services, 72260000 Software-related services

II.2.3. Place of performance

NUTS code: IE0 Ireland

Main site or place of performance: Dublin

II.2.4. Description of the procurement

Department of Further and Higher Education, Research, Innovation and Science (the "Contracting Authority") invites tenders from economic operators for the provision of a Customer Relationship Management System and Ongoing Support Services

This competition relates to the procurement of a CRM solution for reporting, monitoring, auditing, and accounting for expenditure under Ireland's ESF+ programme for the 2021-2027 period. While the solution will be used primarily for the ESF+, the proposed solution should be scalable to include other EU Funds and their programmes (should the future need arise).

II.2.5. Award criteria

Quality criterion - Name: Technical Merit / Weighting: 40

Quality criterion - Name: Logistics / Weighting: 20

Quality criterion - Name: Experience & Expertise / Weighting: 20

Price - Weighting: 20

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 IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

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

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

The procurement is covered by the Government Procurement Agreement: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2022/S 138-394900](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Contract No: 1

Title:

Provision of a Customer Relationship Management System and Ongoing Support Services

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

14/11/2022

V.2.2. Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Storm Technologies

Town: Dublin

NUTS code: IE Éire / Ireland

Country: Ireland

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 741 020,20 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: The High Court of Ireland

Postal address: Dublin

Town: Dublin

Country: Ireland

VI.5. Date of dispatch of this notice

17/01/2023