

Ireland-Dublin: Internet development services

OJ S 27/2016 09/02/2016

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

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**I.1. Name and addresses**

Official name: Office of the Ombudsman

National registration number: N/A

Postal address: 18 Lower Leeson Street

Town: Dublin

Postal code: 2

Country: Ireland

For the attention of: Liam Duffy

E-mail: [liam.duffy@ombudsman.gov.ie](mailto:liam.duffy@ombudsman.gov.ie)

Telephone: +353 16395730

Fax: +353 16395674

**Internet address(es):**

Address of the buyer profile: <http://irl.eu-supply.com/ctm/Supplier/CompanyInformation/Index/464>

Electronic access to information: [http://irl.eu-supply.com/app/rfq/rwlentrance\\_s.asp?PID=96295&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=96295&B=ETENDERS_SIMPLE)

Electronic submission of tenders and requests to participate: [http://irl.eu-supply.com/app/rfq/rwlentrance\\_s.asp?PID=96295&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=96295&B=ETENDERS_SIMPLE)

**Additional information can be obtained from:**

the abovementioned address

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:**

the abovementioned address

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

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

Body governed by public law

**I.3. Main activity**

General public services

**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 attributed to the contract by the contracting authority**

Provision of Web Content Management Platform and Intranet 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: 18 Lower Leeson Street.

NUTS code IE021 Dublin

### **II.1.3. Information about a framework agreement or a dynamic purchasing system**

The notice involves a public contract

### **II.1.4. Information about framework agreement**

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

The Office is undertaking a number of new initiatives in order to enhance its services to citizens and to public bodies. One of these undertakings is to provide a customer-centric, device agnostic content platform driven and influenced by the needs and behaviours of an increasingly digital savvy customer base. The Office is committed to pursuing an agenda of eGovernment, within which the Content Management System will play an important role.

The Office wishes to provide a Content Management Platform which will ensure that the provision and the maintenance of websites can be performed on a standard platform. The current sites have a high level of interaction with the public and traffic is expected to grow further as we develop new initiatives. Additionally, the devices used to access our websites have also changed in line with modern Internet browsing practices.

The Office will use its websites as a gateway to the organisation, providing a single point of access for various stakeholder groups who are seamlessly directed to information and functionality associated with their specific needs. The primary or home page of a site will continue to act as a broadcast and general information page. Users may be directed to a sub-site or portal area depending on the stakeholder group to which they belong and their specific needs in interacting with the Office.

This RFT is for the provision of a Web Content Management System (WCMS) to manage and publish content to websites, intranet and future portal based systems.

### **II.1.6. CPV code(s)**

72420000 Internet development services, 72413000 World wide web (www) site design services, 72414000 Web search engine providers, 72416000 Application service providers, 72421000 Internet or intranet client application development services, 72422000 Internet or intranet server application development services

### **II.1.7. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

### **II.1.8. Lots**

This contract is divided into lots: no

### **II.1.9. Information about variants**

Variants will be accepted: no

## **II.2. Scope of the procurement**

### **II.2.1. Total quantity or scope**

The following are the high level requirements of the services that may be required over the

duration of this contract:

- i. Web Content Management System Solution.
- ii. Intranet Solution.
- iii. Re-design of existing websites.
- iv. Migration of existing websites and / or content to new solution.
- v. Design and development of portal solutions for capture of data to business systems.
- vi. Training of key content publishers and ICT Staff for technical support and system administration.
- vii. Maintenance and Support (3 Years).
- viii. Delivery of upgrades & enhancements over the life of the contract.

#### **II.2.2. Information about options**

Options: no

#### **II.2.3. Information about renewals**

This contract is subject to renewal: yes

Number of possible renewals: Range: between 1 and 2

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

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

#### **II.3. Duration of the contract or time limit for completion**

Start 2.5.2016. Completion 30.4.2019

### **Section III: Legal, economic, financial and technical information**

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#### **III.1. Conditions related 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 governing them**

See attached RFT.

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

##### **III.1.4. Contract performance conditions**

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: See attached RFT.

#### **III.2. Conditions for participation**

##### **III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions: See attached RFT.

##### **III.2.2. Economic and financial ability**

List and brief description of conditions: See attached RFT.

##### **III.2.3. Technical and professional ability**

List and brief description of conditions:

See attached RFT.

#### **III.2.4. Information about reserved contracts**

#### **III.3. Conditions specific to services contracts**

##### **III.3.1. Information about a particular profession**

Execution of the service is reserved to a particular profession: no

##### **III.3.2. Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: yes

### **Section IV: Procedure**

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

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

Open

##### **IV.1.2. Information about the limits on the number of candidates to be invited**

##### **IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue**

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

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

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

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

An electronic auction will be used: no

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

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

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

no

##### **IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document**

Payable documents: no

##### **IV.3.4. Time limit for receipt of tenders or requests to participate**

16.3.2016 - 17:00

##### **IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

##### **IV.3.6. Languages in which tenders or requests to participate may be submitted**

English.

##### **IV.3.7. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 012 (from the date stated for receipt of tender)

##### **IV.3.8. Conditions for opening of tenders**

Date: 21.3.2016 - 0:00

Place: Official name: Liam Duffy

Persons authorised to be present at the opening of tenders: yes

Information about authorised persons and opening procedure: Eoin Keaveny.

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: no

### **VI.2. Information about European Union funds**

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

### **VI.3. Additional information**

### **VI.4. Procedures for review**

#### **VI.4.1. Review body**

#### **VI.4.2. Review procedure**

#### **VI.4.3. Service from which information about the review procedure may be obtained**

### **VI.5. Date of dispatch of this notice**

5.2.2016