

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

OJ S 28/2020 10/02/2020

Contract award notice

Services

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Mental Health Commission

National registration number: N/A

Postal address: Waterloo Exchange, Waterloo Road

Town: Dublin 4

NUTS code: IE Éire / Ireland

Country: Ireland

Contact person: John McPhillips

E-mail: [john.mcphillips@mhcirl.ie](mailto:john.mcphillips@mhcirl.ie)

Telephone: +353 163624147

**Internet address(es):**

Main address: <http://mhcirl.ie>

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1137>

**I.2. Information about joint procurement**

The contract is awarded by a central purchasing body

**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**

General public services

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

Arrangement Register, Case Management System and Associated Technology Required to Operationalise the Decision Support Service (DSS)

Reference number: MHC/DSS/19/009

**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**

The Mental Health Commission (MHC) proposes to award a contract for the design, development, testing and support of ICT systems required to support the operationalisation of the Decision Support Service (DSS). This includes:

- software to support system requirements,
- implementation of all ICT systems and services to support the activities of the DSS,
- Implementation of a secure integration platform.

The DSS would like to identify and implement an arrangements register, online portal and case management system and which is robust, scalable, futureproofed and easy-to-use. The proposed system will be used to control, supervise, monitor and report on decision-making arrangements and to investigate and adjudicate on complaints.

#### **II.1.6. Information about lots**

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 4 000 000,00 EUR

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

30211400 Computer configurations, 48000000 Software package and information systems, 48218000 License management software package, 48311100 Document management system , 48445000 Customer Relation Management software package, 48610000 Database systems, 48900000 Miscellaneous software package and computer systems, 72200000 Software programming and consultancy services, 72211000 Programming services of systems and user software, 72212517 IT software development services, 72220000 Systems and technical consultancy services, 72246000 Systems consultancy services, 72253200 Systems support services, 72416000 Application service providers

#### **II.2.3. Place of performance**

NUTS code: IE Éire / Ireland

#### **II.2.4. Description of the procurement**

The Decision Support Service (DSS) is a new statutory office within the Mental Health Commission (MHC), created by the Assisted Decision-Making (Capacity) Act 2015 ('the 2015 Act', 'the Act'). The DSS needs to be in a position to regulate, support and monitor the services delivered under the 2015 Act in order to ensure that the needs and rights of the relevant person are respected and upheld.

The Mental Health Commission (MHC) proposes to award a contract for the design, development, testing and support of ICT systems required to support the operationalisation of the Decision Support Service (DSS). This includes:

- software to support system requirements,
- implementation of all ICT systems and services to support the activities of the DSS,
- implementation of a secure integration platform.

The DSS would like to identify and implement an arrangements register, online portal and case management system and which is robust, scalable, futureproofed and easy-to-use. The proposed system will be used to control, supervise, monitor and report on decision-making arrangements and to investigate and adjudicate on complaints.

The DSS has a strong commitment to providing accessible, self-service, user-friendly capabilities to all users of its service. Critical to the design of the ICT system is the adoption of

a digital first approach and the use of modern implementation techniques. Given the personal nature of data held, the highest standards of data security, assurance and support will be required.

#### **II.2.5. Award criteria**

Quality criterion - Name: Quality of response / Weighting: 2700

Quality criterion - Name: Non functional requirements / Weighting: 1500

Quality criterion - Name: Implementation services / Weighting: 2500

Quality criterion - Name: Value added features / Weighting: 300

Price - Weighting: 3000

#### **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**

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#### **IV.1. Description**

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

Open procedure

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

The procurement involves the establishment of a framework agreement

##### **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.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2019/S 140-345011](#)

##### **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**

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**Contract No:** 1

**Title:**

Arrangement Register, Case Management System and Associated Technology Required to Operationalise the Decision Support Service (DSS)

A contract/lot is awarded: yes

#### **V.2. Award of contract**

**V.2.1. Date of conclusion of the contract**

06/02/2020

**V.2.2. Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 2

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: Codec

Postal address: Hyde House, Adelaide Road, Saint Kevins

Town: Dublin 22

NUTS code: IE Éire / Ireland

Postal code: D02N446

Country: Ireland

E-mail: [info@codec.ie](mailto:info@codec.ie)

Telephone: +353 16034300

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 4 000 000,00 EUR

Lowest offer: 3 700 000,00 EUR / Highest offer: 4 700 000,00 EUR taken into consideration

**V.2.5. Information about subcontracting****Section VI: Complementary information**

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**VI.3. Additional information****VI.4. Procedures for review****VI.4.1. Review body**

Official name: Chief Executive MHC

Postal address: Waterloo House Waterloo Road

Town: Dublin 4

Country: Ireland

E-mail: [info@mhcir.ie](mailto:info@mhcir.ie)

Internet address: [www.mhcirl.ie](http://www.mhcirl.ie)

**VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

As per RFT.

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

06/02/2020