

Ireland-Dublin: Computer-related professional services
OJ S 58/2021 24/03/2021
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Office of the Ombudsman

National registration number: N/A

Postal address: 6 Earlsfort Terrace

Town: Dublin 2

NUTS code: IE061 Dublin

Country: Ireland

Contact person: Ciaran O Donohoe

E-mail: ciaran.odonohoe@ombudsman.ie

Telephone: +353 16395690

Internet address(es):

Main address: <https://www.ombudsman.ie>

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

I.4. Type of the contracting authority

National or federal agency/office

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Provision of CRM Dynamics Support and Development Services for the Office of the Ombudsman

Reference number: RFT 177622

II.1.2. Main CPV code

72590000 Computer-related professional services

II.1.3. Type of contract

Services

II.1.4. Short description

The Office of the Ombudsman requires:

- 1) Support and maintenance of its CRM Dynamics Environment, based on agreed SLA;
- 2) CRM Dynamics development services on an agreed drawdown days' basis for:
 - (i) development and enhancement of current environment;

- (ii) planned upgrades to the existing environment;
- (iii) patching of the environments;
- (iv) integration to our records management system (SharePoint) and websites as required; and
- (v) advice and skills transfer to Ombudsman ICT Staff.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 228 750,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

72910000 Computer back-up services

II.2.3. Place of performance

NUTS code: IE061 Dublin

Main site or place of performance: Dublin 2 D02 W773.

II.2.4. Description of the procurement

The Office of the Ombudsman requires:

- 1) Support and maintenance of its CRM Dynamics Environment, based on agreed SLA;
- 2) CRM Dynamics development services on an agreed drawdown days' basis for:
 - (i) development and enhancement of current environment;
 - (ii) planned upgrades to the existing environment;
 - (iii) patching of the environments;
 - (iv) integration to our records management system (SharePoint) and websites as required; and
 - (v) advice and skills transfer to Ombudsman ICT Staff.

II.2.5. Award criteria

Quality criterion - Name: Quality / Weighting: .30

Quality criterion - Name: Experience / Weighting: .20

Price - Weighting: .50

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

Attached as document.

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: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2020/S 198-480296](#)

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 CRM Dynamics Support and Development Services for the Office of the Ombudsman

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

31/12/2020

V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 1

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

Number of tenders received by electronic means: 4

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

V.2.3. Name and address of the contractor

Official name: Open Sky Data Systems

National registration number: 380089

Postal address: Unit8, Osprey Business Centre, Devoy Quarter, Kilda

Town: Naas

NUTS code: IE Éire / Ireland

Country: Ireland

E-mail: mcronin@openskydata.com

Telephone: +353 45855675

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

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 228 750,00 EUR

Lowest offer: 228 750,00 EUR / Highest offer: 397 937,00 EUR taken into consideration

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: Office of the Ombudsman

Postal address: 6 Earlsfort Terrace

Town: Dublin 2

Postal code: D02 W773

Country: Ireland

E-mail: liam.duffy@ombudsman.ie

Telephone: +353 16395600

Internet address: <https://www.ombudsman.ie/contact/>

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Notifications for Review to Liam Duffy, Office of the Ombudsman. Appeals must be received within a two week period following notification of the award of the contract.

VI.5. Date of dispatch of this notice

19/03/2021