

Estonia-Tallinn: Software support services

OJ S 61/2023 27/03/2023

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Riigi Infosüsteemi Amet
National registration number: 70006317
Postal address: Pärnu mnt 139a
Town: Tallinn
NUTS code: EE Eesti
Postal code: 15169
Country: Estonia
Contact person: JANIKA JAKOVLEVA
E-mail: hanketiim@ria.ee
Telephone: +372 6630253
Internet address(es):
Main address: <http://www.ria.ee>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://riigihanked.riik.ee/rhr-web/#/procurement/5528160/general-info>
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted electronically via: <https://riigihanked.riik.ee/rhr-web/#/procurement/5528160/tenders>
Tenders or requests to participate must be submitted to the abovementioned address

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

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Kliendihaldussüsteemi (CRM) arendustööd
Reference number: 260387

II.1.2. Main CPV code

72261000 Software support services

II.1.3. Type of contract

Services

II.1.4. Short description

Eesmärgiks on hankida Odoo tarkvaral baseeruvale kliendihaldussüsteemile (CRM) arendustöid perioodiks 2023 -2025.

II.1.5. Estimated total value

Value excluding VAT: 300 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

72261000 Software support services

II.2.3. Place of performance

NUTS code: EE Eesti

II.2.4. Description of the procurement

Eesmärgiks on hankida Odoo tarkvaral baseeruvale kliendihaldussüsteemile (CRM) arendustöid perioodiks 2023 -2025.

II.2.5. Award criteria

Criteria below
Price

II.2.6. Estimated value

Value excluding VAT: 300 000,00 EUR

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

End: 31/12/2025

This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: no

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 III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.3. Technical and professional ability

List and brief description of selection criteria:

Vaata hankepassist <https://riigihanked.riik.ee/rhr-web/#/procurement/5528160/procurement-passport> või alusdokumendist <https://riigihanked.riik.ee/rhr-web/#/procurement/5528160/documents?group=B>

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

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

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.2.2. Time limit for receipt of tenders or requests to participate

Date: 25/04/2023 Local time: 13:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

Estonian

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 5 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 25/04/2023 Local time: 14:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3. Additional information

Hankija ei jaga riigihanget osadeks ja sõlmib teenuse osutamiseks raamlepingu kuni 3 pakkujaga. Teenuse osutamine kuni 3 pakkuja poolt tagab hankija rahaliste vahendite otstarbeka ja säästliku kasutamise. Juhul kui, edukaks tunnistatakse vaid 1 pakkumus, siis hankija sõlmib raamlepingu ühe pakkujaga.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Riigihangete vaidlustuskomisjon

Postal address: Tartu mnt 85

Town: Tallinn

Postal code: 10115

Country: Estonia

E-mail: vako@fin.ee

Telephone: +372 6113713

Internet address: <https://fin.ee/riigihanked-riigiabi-osalused-kinnisvara/riigihanked/vaidlustusmenetlus>

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Riigihangete vaidlustuskomisjon

Postal address: Tartu mnt 85

Town: Tallinn

Postal code: 10115

Country: Estonia

E-mail: vako@fin.ee

Telephone: +372 6113713

Internet address: <https://fin.ee/riigihanked-riigiabi-osalused-kinnisvara/riigihanked/vaidlustusmenetlus>

VI.5. Date of dispatch of this notice

22/03/2023