

**Ireland-Ennis: IT services: consulting, software development, Internet and support**  
**OJ S 66/2023 03/04/2023**  
**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: Clare County Council

National registration number: N/A

Postal address: Áras Contae an Chláir

Town: Ennis

NUTS code: IE051 Mid-West

Postal code: New Road

Country: Ireland

Contact person: Brid Deely

E-mail: [bdeely@clarecoco.ie](mailto:bdeely@clarecoco.ie)

Telephone: +353 656846378

**Internet address(es):**

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

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/379>

**I.4. Type of the contracting authority**

Regional or local authority

**I.5. Main activity**

General public services

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**Section II: Object**

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

**II.1.1. Title**

Business Process Improvement platform and Customer Relationship Management platform

**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**

Clare County Council seeks to implement a digital service platform for staff and customers. The solution will allow customers to avail of digital services. Customers and staff must be able to submit online applications, such as grants and jobs. The solution will include an in-house

development and delivery environment for digital services. It will include an on option for a CRM solution for customer service agents. It will provide a tasks workspace for users assigned tasks in the workflow and service tracking for customers and staff involved in the workflow.

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

This contract is divided into lots: no

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

Value excluding VAT: 450 000,00 EUR

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

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

48000000 Software package and information systems, 48445000 Customer Relation Management software package, 48810000 Information systems, 72212220 Internet and intranet software development services, 72212445 Customer Relation Management software development services

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

NUTS code: IE051 Mid-West

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

Clare County Council seeks to implement a digital service platform for staff and customers. The solution will allow customers to avail of digital services. Customers and staff must be able to submit online applications, such as grants and jobs. The solution will include an in-house development and delivery environment for digital services. It will include an on option for a CRM solution for customer service agents. It will provide a tasks workspace for users assigned tasks in the workflow and service tracking for customers and staff involved in the workflow.

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

Quality criterion - Name: Understanding the requirements / Weighting: 5%

Quality criterion - Name: Project manager and delivery team / Weighting: 5%

Quality criterion - Name: Project and contract management (30 marks) / Weighting: 3%

Quality criterion - Name: Contract performance and measurement / Weighting: 5%

Quality criterion - Name: Meeting the requirements set out in sections 2.1 – 2.9 inclusive under Section 2 Requirements under Appendix 1) / Weighting: 27%

Quality criterion - Name: Licensing / Weighting: 5%

Quality criterion - Name: Support and maintenance / Weighting: 10%

Cost criterion - Name: Cost / Weighting: 40%

#### **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****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 179-506211](#)

**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:**

Business Process Improvement platform and Customer Relationship Management platform

A contract/lot is awarded: yes

**V.2. Award of contract****V.2.1. Date of conclusion of the contract**

24/03/2023

**V.2.2. Information about tenders**

Number of tenders received: 2

Number of tenders received by electronic means: 2

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

**V.2.3. Name and address of the contractor**

Official name: Granicus-Firmstep Limited

National registration number: 792638878

Postal address: 7th Floor, 7 Harp Lane

Town: London

NUTS code: UKI London

Postal code: EC3R 6DP

Country: United Kingdom

E-mail: [roxanne.gimbel@granicus.com](mailto:roxanne.gimbel@granicus.com)

Telephone: +44 800487518

Internet address: <https://granicus.uk/>

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 450 000,00 EUR

Total value of the contract/lot: 450 000,00 EUR

**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: High Court of Ireland

Postal address: Four Courts, Ground Floor (East Wing), Inns Quay

Town: Dublin 7

Country: Ireland

E-mail: [highcourtcentraloffice@courts.ie](mailto:highcourtcentraloffice@courts.ie)

Telephone: +353 18886125

Fax: +353 18886125

Internet address: <http://www.courts.ie>

#### VI.4.2. Body responsible for mediation procedures

Official name: High Court of Ireland

Postal address: Four Courts, Ground Floor (East Wing), Inns Quay

Town: Dublin 7

Country: Ireland

E-mail: [highcourtcentraloffice@courts.ie](mailto:highcourtcentraloffice@courts.ie)

Telephone: +353 18886125

Internet address: <http://www.courts.ie>

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

Official name: High Court of Ireland

Town: Dublin

Country: Ireland

E-mail: [highcourtcentraloffice@courts.ie](mailto:highcourtcentraloffice@courts.ie)

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

29/03/2023