

Ireland-Dublin: Customer Relation Management software development services
OJ S 96/2022 18/05/2022
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Higher Education Authority

National registration number: 0085228K

Postal address: 3 Shelbourne Buildings, Shelbourne Road, Dublin 4

Town: Dublin 4

NUTS code: IE061 Dublin

Postal code: D04C2Y6

Country: Ireland

Contact person: Brian Johnston

E-mail: bjohnston@hea.ie

Telephone: +353 12317100

Fax: +353 12317172

Internet address(es):

Main address: <http://www.hea.ie>

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1176>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Education

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Tender for Customer Relationship Management System and Related Services

Reference number: HEA CRM

II.1.2. Main CPV code

72212445 Customer Relation Management software development services

II.1.3. Type of contract

Services

II.1.4. Short description

The Contracting Authority wishes to engage in a competitive process for the establishment of a single-operator framework agreement for the Provision, Implementation and Support of a Customer Relationship Management System and Related Services to the Higher Education Authority.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 750 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

48445000 Customer Relation Management software package, 48810000 Information systems

II.2.3. Place of performance

NUTS code: IE061 Dublin

Main site or place of performance: Dublin 4, D04C2Y6

II.2.4. Description of the procurement

The Contracting Authority wishes to engage in a competitive process for the establishment of a single-operator framework agreement for the Provision, Implementation and Support of a Customer Relationship Management System and Related Services to the Higher Education Authority.

II.2.5. Award criteria

Quality criterion - Name: Fitness for Purpose of the Proposed Solutio / Weighting: 40%

Quality criterion - Name: Quality, quantity and balance of the Team Proposed / Weighting: 15%

Quality criterion - Name: Business, project management and logistical merits / Weighting: 20%

Price - Weighting: 25%

II.2.11. Information about options

Options: yes

Description of options:

The term of framework agreement is four years with an option to extend for a further period of two years.

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

Please consult the associated documentation, which contains full instructions regarding the submission of tenders and is available to download from the Irish eTenders system www.etenders.gov.ie using RFT ID 196813

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

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: [2021/S 161-424084](#)

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:

Tender for Customer Relationship Management System and Related Services

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

10/05/2022

V.2.2. Information about tenders

Number of tenders received: 8

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 5

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 8

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

V.2.3. Name and address of the contractor

Official name: BDO Eaton Square Ltd

National registration number: 9511774N

Postal address: 4th Floor, Beaux Lane House, Mercer Street Lower,

Town: Dublin 2 - D02 DH60

NUTS code: IE061 Dublin

Postal code: Dublin

Country: Ireland

E-mail: aidan.mchugh@bdoeatonsquare.ie

Telephone: +353 14700000

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

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 750 000,00 EUR

Total value of the contract/lot: 750 000,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

- 1) Interested parties must register their interest on the eTenders web site (www.etenders.gov.ie) in order to be included on the mailing list for clarifications. All information relating to attachments, including clarifications and changes, will be published on the Irish Government Procurement Opportunities Portal (www.etenders.gov.ie) only. Registration is free of charge. The contracting authority will not accept responsibility for information relayed (or not relayed) via third parties.
- 2) This is the sole call for competition for this contract/framework.
- 3) The contracting authority will not be responsible for any costs, charges or expenses incurred by candidates or tenderers.
- 4) Contract award will be subject to the approval of the competent authorities.
- 5) It will be a condition of award that the successful tenderer is and remains tax compliant.
- 6) At its absolute discretion, the contracting authority may elect to terminate this procurement process, the framework agreement or any contract awarded under the framework agreement at any time.
- 7) Please note in relation to all documents, that where reference is made to a particular standard, make, source, process, trademark, type or patent, that this is not to be regarded as a de facto requirement. In all such cases it should be understood that such indications are to be treated strictly and solely for reference purposes only, to which the words "or equivalent" will always be appended.
- 8) Without prejudice to the principle of equal treatment, the contracting authority is not obliged to engage in a clarification process in respect of the procurement documents with missing or incomplete information. Therefore, respondents are advised to ensure that they return completed documentation in order to avoid the risk of elimination from the competition.
- 9) At Section 5.1 Selection Criteria, we have indicated that where the tender submission fails or is unable to provide the specified information or if the information provided does not demonstrate that the tenderer has provided the services as described within the last three (3) years, the tenderer will be eliminated from the Competition.

VI.4. Procedures for review

VI.4.1. Review body

Official name: High Court
Postal address: Inns Quay, Dublin 7
Town: Dublin
Country: Ireland
E-mail: Highcourtcentraloffice@courts.ie
Telephone: +353 18886000

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:
The framework is covered by the application of the Remedies Directive and the relevant standstill period applied at time of notification

VI.5. Date of dispatch of this notice

13/05/2022