

**Ireland-Dublin: Software implementation services**  
**OJ S 90/2023 10/05/2023**  
**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: Personal Injuries Assessment Board

National registration number: N/A

Postal address: PO Box 9732

Town: Dublin 24

NUTS code: IE061 Dublin

Postal code: Tallaght

Country: Ireland

Contact person: Anthony Sheridan

E-mail: [anthony.sheridan@piab.ie](mailto:anthony.sheridan@piab.ie)

Telephone: +353 14634588

Fax: +353 14634596

**Internet address(es):**

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

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/478>

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

Body governed by public law

**I.5. Main activity**

General public services

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**Section II: Object**

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

**II.1.1. Title**

PQQ for Claims Management Solution and related services to assist PIAB

Reference number: PQQ for Claims Mgmt Solution

**II.1.2. Main CPV code**

72263000 Software implementation services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Qualification Questionnaire under the Competitive Dialogue Procedure Establishment of a Single Party framework agreement for the Provision, implementation and support of a solution to manage Claims processes within PIAB

The focus at this stage is on the delivery of a new claims' management solution. This will include the development of portal functionality for communicating and exchanging information with claimants, solicitors, respondents, insurers, medical professionals and others. With regards to the delivery of a new claims management solution, the key outcomes PIAB are seeking is to move to a much more automated environment, enhancing current processes, bringing operational efficiencies and improved customer service.

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

This contract is divided into lots: no

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

Value excluding VAT: 6 000 000,00 EUR

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

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

48000000 Software package and information systems, 48170000 Compliance software package, 48333000 Contact management software package, 48517000 IT software package, 48781000 System management software package, 72000000 IT services: consulting, software development, Internet and support, 72200000 Software programming and consultancy services , 72210000 Programming services of packaged software products, 72211000 Programming services of systems and user software, 72212000 Programming services of application software, 72212170 Compliance software development services, 72232000 Development of transaction processing and custom software, 72254000 Software testing, 72260000 Software-related services, 72261000 Software support services, 72264000 Software reproduction services, 72265000 Software configuration services, 72266000 Software consultancy services, 72267000 Software maintenance and repair services, 72267100 Maintenance of information technology software, 72267200 Repair of information technology software, 72268000 Software supply services

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

NUTS code: IE061 Dublin

Main site or place of performance: Dublin 24.

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

Qualification Questionnaire under the Competitive Dialogue Procedure Establishment of a Single Party framework agreement for the Provision, implementation and support of a solution to manage Claims processes within PIAB

The focus at this stage is on the delivery of a new claims' management solution. This will include the

development of portal functionality for communicating and exchanging information with claimants, solicitors, respondents, insurers, medical professionals and others.

With regards to the delivery of a new claims management solution, the key outcomes PIAB are seeking is to move to a much more automated environment, enhancing current processes, bringing operational efficiencies and improved customer service.

The purpose of this document is to:

- provide potential tenders / suppliers with the information that they need to decide whether to participate in this competition
- allow PIAB to identify a number of suitably qualified and experienced organisations who will be invited to participate in the competitive dialogue phase of the procurement process

- facilitate the submission of completed Qualification Questionnaires by interested Applicants  
- allow PIAB to assess the quality of the potential tenderers / suppliers and their financial and technical capacities to meet the requirements of the Framework Agreement.  
The information provided will be supplemented at the Dialogue and Tender phases of this competitive process.

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

Quality criterion - Name: Quality and fit of the proposed solution / offering / Weighting: 45

Quality criterion - Name: Reliability and continuity of supply / Weighting: 10

Quality criterion - Name: Approach and Team / Weighting: 15

Cost criterion - Name: Price / Weighting: 30

#### **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**

Competitive dialogue

##### **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: [2022/S 008-015806](#)

##### **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:**

PQQ for Claims Management Solution and related services to assist PIAB

A contract/lot is awarded: yes

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

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

31/01/2023

**V.2.2. Information about tenders**

Number of tenders received: 4

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: Avanade Ireland

National registration number: IE3523813OH

Postal address: 3 Grand Canal Plaza, Grand Canal Upper

Town: Dublin

NUTS code: IE061 Dublin

Postal code: Dublin 4

Country: Ireland

E-mail: [k.kohler@avanade.com](mailto:k.kohler@avanade.com)

Telephone: +353 866085615

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

The contractor is an SME: no

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

Total value of the contract/lot: 6 000 000,00 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

Town: Dublin

Postal code: 7

Country: Ireland

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

05/05/2023