

Ireland-Dublin: Computer-related services

OJ S 136/2020 16/07/2020

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: National Shared Services Office (NSSO)

National registration number: 9849665S

Postal address: Trinity Point, 10/11 South Leinster Street

Town: Dublin 2

NUTS code: IE Éire / Ireland

Postal code: D02EF85

Country: Ireland

Contact person: Andrew Devine

E-mail: Andrew.Devine@nssso.gov.ie

Telephone: +353 761007253

Internet address(es):

Main address: www.nssso.gov.ie

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/152037>

I.2. Information about joint procurement

The contract is awarded by a central purchasing body

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=170492&B=ETENDERS_SIMPLE

[PID=170492&B=ETENDERS_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=170492&B=ETENDERS_SIMPLE)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=170492&B=ETENDERS_SIMPLE

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

The National Shared Services Office is seeking Tender Responses for the Provision of a Managed Service and Helpdesk Facility for the PeopleSoft HRMS and CRM Solutions
Reference number: Managed Service Provider

II.1.2. Main CPV code

72500000 Computer-related services

II.1.3. Type of contract

Services

II.1.4. Short description

The National Shared Services Office (NSSO) invites tenders for the provision of a managed service and help-desk function in relation to supporting the existing PeopleSoft HRMS and PeopleSoft CRM solutions. These applications have been deployed and are currently operational in the NSSO. In addition, the successful tenderer is required to maintain the PeopleSoft HRMS and CRM solutions to appropriate versions and to support the requirements of the entire civil service client base.

II.1.5. Estimated total value

Value excluding VAT: 7 000 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 72220000 Systems and technical consultancy services, 72250000 System and support services, 72253000 Helpdesk and support services, 72253100 Helpdesk services, 72253200 Systems support services, 72260000 Software-related services

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

Main site or place of performance: Block 5, Belfield Office Park, Beech Hill Road, Clonskeagh, Dublin 4, D02 A9P2.

II.2.4. Description of the procurement

The National Shared Services Office (NSSO) invites tenders for the provision of a managed service and help-desk function in relation to supporting the existing PeopleSoft HRMS and PeopleSoft CRM solutions. These applications have been deployed and are currently operational in the NSSO. In addition, the successful tenderer is required to maintain the PeopleSoft HRMS and CRM solutions to appropriate versions and to support the requirements of the entire Civil Service Client base.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 7 000 000,00 EUR

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

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

Option to renew for 12 months with three such extensions permitted.

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

The National Shared Services Office is seeking tender responses for the provision of a managed service and helpdesk facility for the PeopleSoft HRMS and CRM Solutions.

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

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

Date: 19/08/2020 Local time: 12:00

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

English

IV.2.7. Conditions for opening of tenders

Date: 19/08/2020 Local time: 12:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: National Shared Services Office

Postal address: Trinity Point, 10-11 South Leinster Street

Town: Dublin 2

Postal code: D02 EF85

Country: Ireland

VI.5. Date of dispatch of this notice

14/07/2020