

Ireland-Dublin: Software programming and consultancy services

OJ S 218/2015 11/11/2015

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Office of the Ombudsman

National registration number: N/A

Postal address: 18 Lower Leeson Street

Town: Dublin

Postal code: 2

Country: Ireland

For the attention of: Liam Duffy

E-mail: liam.duffy@ombudsman.gov.ie

Telephone: +353 16395730

Internet address(es):Address of the buyer profile: <http://irl.eu-supply.com/ctm/Supplier/CompanyInformation/Index/464>Electronic access to information: http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=94066&B=ETENDERS_SIMPLEElectronic submission of tenders and requests to participate: http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=94066&B=ETENDERS_SIMPLE**Additional information can be obtained from:**

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

Tenders or requests to participate must be submitted: the abovementioned address**I.2. Type of the contracting authority**

Body governed by public law

I.3. Main activity

General public services

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description**II.1.1. Title attributed to the contract by the contracting authority**

Document Management Solution.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 7: Computer and related services
Main site or place of performance: 18 Lower Leeson Street.
NUTS code IE021 Dublin

II.1.3. Information about a framework agreement or a dynamic purchasing system

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

4.1.1 The Office is seeking to provide a document management solution which facilitates the capture, sharing and management of the office documents in support of its business functions. The system provided must be capable of integrating with existing and business ICT systems e. g. Case Management System, Active Directory, email, Intranet).

II.1.6. CPV code(s)

72200000 Software programming and consultancy services

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

II.1.8. Lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

4.3.1 The following are the high level requirements of the system:

- i. Document Management:
 - Document Capture;
 - Document Storage (central repository);
 - Document Management;
 - Document Identification;
 - Document versioning;
- ii. Search and Retrieval;
- iii. Retention Policies;
- iv. Data Security;
- v. Audit Trails;
- vi. Integration to other ICT Business Systems;
- vii. Disaster Recovery and Backup and Recovery.

4.3.2 The following services are required:

- i. Annual maintenance and support Service for document management system;
- ii. Training of key ICT Staff for technical support and system administration;
- iii. Training of up to 120 end users and / or train the trainer approach;
- iv. Delivery of upgrades;
- v. Delivery of enhancements.

4.3.3 The following services are excluded from this tender:

- i. ICT Hardware Infrastructure.

Estimated value excluding VAT: 125 000 EUR

II.2.2.

Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: Range: between 1 and 2

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: 24 (from the award of the contract)

II.3. Duration of the contract or time limit for completion

Start 8.2.2016. Completion 29.12.2017

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

See attached RFT.

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

See attached RFT.

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: See attached RFT.

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: See attached RFT.

III.2.2. Economic and financial ability

List and brief description of conditions: See attached RFT.

Minimum level(s) of standards possibly required: See attached RFT.

III.2.3. Technical and professional ability

List and brief description of conditions:

See attached RFT.

Minimum level(s) of standards possibly required:

See attached RFT.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.1.2. Information about the limits on the number of candidates to be invited

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Payable documents: no

IV.3.4. Time limit for receipt of tenders or requests to participate

17.12.2015 - 12:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted

English.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 012 (from the date stated for receipt of tender)

IV.3.8. Conditions for opening of tenders

Date: 21.12.2015 - 0:00

Place: Official name: Liam Duffy

Persons authorised to be present at the opening of tenders: yes

Information about authorised persons and opening procedure: Eoin Keaveny.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

VI.4.2. Review procedure

VI.4.3. Service from which information about the review procedure may be obtained

VI.5. Date of dispatch of this notice

6.11.2015