

Ireland-Dublin: IT services: consulting, software development, Internet and support

OJ S 127/2023 05/07/2023

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Garda Síochána Ombudsman Commission

Postal address: 150 Upper Abbey Street

Town: Dublin 1

NUTS code: IE Éire / Ireland

Postal code: D01FT73

Country: Ireland

Contact person: Amanda McLoughlin

E-mail: amanda.mcloughlin@gsoc.ie

Telephone: +353 877117919

Internet address(es):

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

Address of the buyer profile: <https://www.gardaombudsman.ie>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.etenders.gov.ie>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.etenders.gov.ie>

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Provision of an Enterprise Class On-Premise Case Management System (CMS) to the Garda Síochána Ombudsman Commission

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

The Garda Síochána Ombudsman Commission (GSOC) is seeking to procure and implement a new Enterprise Class On- Premise Case Management System (CMS). The procurement and implementation of a new CMS, with a body of suitably designed computer software, will enable GSOC to process complaints and manage resulting case investigations in an efficient and timely manner in line not just with current legislation (“The Garda Síochána Act, 2005”) but also with the General Scheme of the Policing, Security and Community Safety Bill (PSCS) which, when implemented, will establish a restructured GSOC with significantly enhanced functions, powers and independence. The procurement will also facilitate the strategic purpose of GSOC’s wider objectives and headline actions under the Civil Service Renewal Strategy which supports the development of an agile, innovative and professional service. The development of a new CMS will assist GSOC in harnessing digital technology and innovation to deliver a more efficient, effective and streamlined service to stakeholders and to capture and use information required for evidence-based decision-making. GSOC intends to use a Restricted Procedure in procuring its new Case Management System. The Restricted Procedure is a two-stage procedure, a pre-qualification stage open to all interested parties who wish to submit an expression of interest, and an award stage where candidates shortlisted at the pre-qualification stage are invited to submit tenders and are assessed against Award Criteria set out in the Request for Tender (RFT).

II.1.5. Estimated total value

Value excluding VAT: 3 600 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

30211400 Computer configurations, 48000000 Software package and information systems, 48218000 License management software package, 48445000 Customer Relation Management software package, 48311100 Document management system, 48610000 Database systems, 48900000 Miscellaneous software package and computer systems, 72200000 Software programming and consultancy services, 72211000 Programming services of systems and user software, 72212517 IT software development services, 72220000 Systems and technical consultancy services, 72246000 Systems consultancy services, 72253200 Systems support services, 72416000 Application service providers

II.2.3. Place of performance

NUTS code: IE0 Ireland

Main site or place of performance: IE0

II.2.4. Description of the procurement

The Garda Síochána Ombudsman Commission (GSOC) is seeking to procure and implement a new Enterprise Class On- Premise Case Management System (CMS). The procurement and implementation of a new CMS, with a body of suitably designed computer software, will enable GSOC to process complaints and manage resulting case investigations in an efficient and timely manner in line not just with current legislation (“The Garda Síochána Act, 2005”) but also with the General Scheme of the Policing, Security and Community Safety Bill (PSCS) which, when implemented, will establish a restructured GSOC with significantly enhanced functions, powers and independence. The procurement will also facilitate the strategic purpose of GSOC’s wider objectives and headline actions under the Civil Service Renewal

Strategy which supports the development of an agile, innovative and professional service. The development of a new CMS will assist GSOC in harnessing digital technology and innovation to deliver a more efficient, effective and streamlined service to stakeholders and to capture and use information required for evidence-based decision-making. GSOC intends to use a Restricted Procedure in procuring its new Case Management System. The Restricted Procedure is a two-stage procedure, a pre-qualification stage open to all interested parties who wish to submit an expression of interest, and an award stage where candidates shortlisted at the pre-qualification stage are invited to submit tenders and are assessed against Award Criteria set out in the Request for Tender (RFT).

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: 3 600 000,00 EUR

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

The Contracting Authority reserves the right to extend the Term for a period or periods of up to twelve (12) months with a maximum of two (2) such extensions on the same terms and conditions, subject to the Contracting Authority's obligations at law.

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

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.2. Economic and financial standing

List and brief description of selection criteria:
As set out in the Procurement documentation

III.1.3. Technical and professional ability

List and brief description of selection criteria:
As set out in the Procurement documentation

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

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

Date: 28/07/2023 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.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

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: Garda Síochána Ombudsman Commission

Postal address: 150 Upper Abbey Street

Town: Dublin 1

Postal code: D01FT73

Country: Ireland

E-mail: amanda.mcloughlin@gsoc.ie

Telephone: +353 877117919

VI.5. Date of dispatch of this notice

30/06/2023