

Ireland-Dublin: Customer Relation Management software package

OJ S 184/2018 25/09/2018

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Tourism Ireland Limited

National registration number: N/A

Postal address: 5th Floor — Bishop's Square, Redmond's Hill

Town: Dublin

NUTS code: IE Éire / Ireland

Postal code: D02 TD99

Country: Ireland

Contact person: Hannah Hughes

E-mail: hhughes@tourismireland.com

Telephone: +353 14763474

Fax: +353 14763642

Internet address(es):Main address: <http://www.ireland.com>Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1197>**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/rwlentrance_s.asp?PID=135279&B=ETENDERS_SIMPLE

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted to the following address:

Official name: Tourism Ireland

Postal address: 5th Floor — Bishop's Square, Redmond's Hill

Town: Dublin

Postal code: D02 TD99

Country: Ireland

E-mail: TenderResponse@tourismireland.com

NUTS code: IE Éire / Ireland

Internet address(es):Main address: www.tourismireland.com**I.4. Type of the contracting authority**

Body governed by public law

I.5. Main activity

Other activity: Tourism — Destination Marketing

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Implementation, Maintenance and Support of a Business to Business (B2B) CRM Solution
Incorporating Email Marketing and Event Management
Reference number: B2BCRM2018

II.1.2. Main CPV code

48445000 Customer Relation Management software package

II.1.3. Type of contract

Services

II.1.4. Short description

Tourism Ireland seeks a suitably qualified supplier to provide a Business to Business (B2B) Customer Relationship Management (CRM) solution. The list of elements forming the services is indicative only, is not exhaustive and may be subject to change. The primary function of the CRM solution will be to manage Tourism Ireland's communications with their industry partners on the Island of Ireland, and overseas trade, media and business tourism contacts in their markets. The solution may also be used in future to accommodate this function in other areas of the business such as contract management. The solution will readily integrate with Tourism Ireland's email communication platform, Microsoft Outlook 365. It is anticipated that work under the Contract will commence in March 2019. For more detailed information in please refer to the documentation supplied with this notice for downloading.

II.1.5. Estimated total value

Value excluding VAT: 280 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

48000000 Software package and information systems, 64216000 Electronic message and information services, 72000000 IT services: consulting, software development, Internet and support, 72212333 Contact management software development services, 72263000 Software implementation services, 72266000 Software consultancy services

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

Main site or place of performance: Island of Ireland and across Tourism Ireland's global network of offices

II.2.4. Description of the procurement

Tourism Ireland seeks a suitably qualified supplier to provide a Business to Business (B2B) Customer Relationship Management (CRM) solution. The list of elements forming the services is indicative only, is not exhaustive and may be subject to change. The primary function of the CRM solution will be to manage Tourism Ireland's communications with their industry partners on the Island of Ireland, and overseas Trade, media and business tourism contacts in their markets. The solution may also be used in future to accommodate this function in other areas of the business such as contract management. The solution will readily integrate with Tourism Ireland's email communication platform, Microsoft Outlook 365. The contract period will be for

up to 5 years subject to budget, annual performance review and other factors. It is anticipated that work under the Contract will commence in March 2019. For more detailed information including a specification of requirements please refer to the documentation supplied with this notice for downloading.

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: 280 000,00 EUR

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

Duration in months: 60

This contract is subject to renewal: yes

Description of renewals:

The Contract Period will be for up to 5 years subject to budget, annual performance review and other factors.

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5
Objective criteria for choosing the limited number of candidates:

Pre-Qualification Criteria.

Completed ESPD Document.

Evidence of appropriate turnover.

Evidence of appropriate insurance cover.

Reluctance or failure to supply a completed ESPD will lead to disqualification from the tender competition.

Suitability criteria.

Details of previous experience in managing contracts of a similar size and nature within the previous 3 years / List of Referees [40 %].

Details of proven skills and knowledge, and team experience in the areas as outlined [40 %].

Adequate resources to fulfil the requirements [20 %].

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

List and brief description of conditions:

Please refer to the tender documents available for downloading.

III.1.2. Economic and financial standing

List and brief description of selection criteria:

Please refer to the tender documents available for downloading.

Minimum level(s) of standards possibly required:

Please refer to the tender documents available for downloading.

III.1.3. Technical and professional ability

List and brief description of selection criteria:

Please refer to the tender documents available for downloading.

Minimum level(s) of standards possibly required:

Please refer to the tender documents available for downloading.

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

Please refer to the tender documents available for downloading.

III.2.3. 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

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: 18/10/2018 Local time: 12:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

Date: 30/10/2018

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: 12 (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

- 1) Interested parties must register their interest on the eTenders website (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. Tourism Ireland will not accept responsibility for information relayed (or not relayed) via third parties;
- 2) This is the 1st stage in a 2-stage restricted tender process. This is the sole call for requests to participate for this contract;
- 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 Board of Tourism Ireland;
- 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, or any contract awarded 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 II.2.9 we have indicated that 5 applicants will be invited to tender, please note that the Contracting Authority reserves the right to invite at least 5 subject to that number qualifying;
- 10) Requests to participate must be delivered as per the Instructions;
- 11) Tourism Ireland will not accept or consider requests to participate delivered after this deadline;
- 12) Tourism Ireland will not be responsible for costs, charges or expenses incurred by applicants, whether or not a final contract is awarded;
- 13) Tourism Ireland is subject to the provisions of the code of practice on freedom of information for North/South implementation bodies and Tourism Ireland, which is available on Tourism Ireland's website;
- 14) To the extent that any Personal Data is processed by the successful bidder in connection with the provision of the services or otherwise, the provisions set out in Tourism Ireland's minimum conditions of contract under "Data processing terms" shall apply to such processing;
- 15) The contract will be subject to Irish law;
- 16) Tourism Ireland reserves the right without advance notice (and without giving reasons unless so required by law and without liability to the applicants) to amend or otherwise change the process or to terminate the process.

VI.4. Procedures for review

VI.4.1. Review body

Official name: The High Court
Postal address: The Four Courts
Town: Dublin 7
Country: Ireland

VI.5. Date of dispatch of this notice

20/09/2018