

**Ireland-Dublin: Customer Relation Management software development services**

OJ S 161/2021 20/08/2021

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

---

**I.1. Name and addresses**

Official name: Higher Education Authority

National registration number: 0085228K

Postal address: 3 Shelbourne Buildings, Shelbourne Road, Dublin 4

Town: Dublin 4

NUTS code: IE061 Dublin

Postal code: D04C2Y6

Country: Ireland

Contact person: Brian Johnston

E-mail: [bjohnston@hea.ie](mailto:bjohnston@hea.ie)

Telephone: +353 12317100

Fax: +353 12317172

**Internet address(es):**Main address: <http://www.hea.ie>Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1176>**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=195778&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=195778&B=ETENDERS_SIMPLE)[http://irl.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=195778&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=195778&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=195778&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=195778&B=ETENDERS_SIMPLE)

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**

Education

**Section II: Object**

---

**II.1. Scope of the procurement****II.1.1. Title**

Tender for Customer Relationship Management System and Related Services

Reference number: HEA CRM

**II.1.2. Main CPV code**

72212445 Customer Relation Management software development services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

The Contracting Authority wishes to engage in a competitive process for the establishment of a single-operator framework agreement for the Provision, Implementation and Support of a Customer Relationship Management System and Related Services to the Higher Education Authority.

**II.1.5. Estimated total value**

Value excluding VAT: 750 000,00 EUR

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.2. Description****II.2.2. Additional CPV code(s)**

48445000 Customer Relation Management software package, 48810000 Information systems

**II.2.3. Place of performance**

NUTS code: IE061 Dublin

Main site or place of performance: Dublin 4, D04C2Y6

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

The Contracting Authority wishes to engage in a competitive process for the establishment of a single-operator framework agreement for the Provision, Implementation and Support of a Customer Relationship Management System and Related Services to the Higher Education Authority.

**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: 750 000,00 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:

It is envisaged that a maintenance contract and associated support services of 5 years duration will be awarded. This contract will have the option to be extended up to a maximum of 3 years on an annual basis.

**II.2.10. Information about variants**

Variants will be accepted: yes

**II.2.11. Information about options**

Options: yes

Description of options:

The Contracting Authority reserves the right to enter into annual licence agreements with the successful tenderer for up to a maximum of 8 years.

#### **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**

Please consult the associated documentation, which contains full instructions regarding the submission of tenders and is available to download from the Irish eTenders system [www.etenders.gov.ie](http://www.etenders.gov.ie) using RFT ID 196813

### **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:

Selection criteria as stated in the procurement documents available to download from [www.etenders.gov.ie](http://www.etenders.gov.ie) using RFT ID 196813.

##### **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

#### **III.2. Conditions related to the contract**

##### **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**

Open procedure

##### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

In the case of framework agreements, provide justification for any duration exceeding 4 years:

Expected use of an electronic CRM system may exceed to 4 years.

##### **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: 21/09/2021 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: 12 (from the date stated for receipt of tender)

**IV.2.7. Conditions for opening of tenders**

Date: 21/09/2021 Local time: 12:00

Place:

Electronic opening using the eTenders system [www.etenders.gov.ie](http://www.etenders.gov.ie)

Information about authorised persons and opening procedure: Electronic opening using the eTenders system [www.etenders.gov.ie](http://www.etenders.gov.ie) by at least two relevant approved personnel.

---

**Section VI: Complementary information**

**VI.1. Information about recurrence**

This is a recurrent procurement: no

**VI.2. Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

**VI.3. Additional information**

1) Interested parties must register their interest on the eTenders web site ([www.etenders.gov.ie](http://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](http://www.etenders.gov.ie)) only. Registration is free of charge. The contracting authority will not accept responsibility for information relayed (or not relayed) via third parties.

2) This is the sole call for competition for this contract/framework.

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 competent authorities.

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, the framework agreement or any contract awarded under the framework agreement 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 5.1 Selection Criteria, we have indicated that where the tender submission fails or is unable to provide the specified information or if the information provided does not demonstrate that the tenderer has provided the services as described within the last three (3) years, the tenderer will be eliminated from the Competition.

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: High Court

Postal address: Inns Quay, Dublin 7

Town: Dublin

Country: Ireland

E-mail: [Highcourtcentraloffice@courts.ie](mailto:Highcourtcentraloffice@courts.ie)

Telephone: +353 18886000

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

17/08/2021