

Ireland-Dublin: Contract systems analysis and programming services

OJ S 180/2020 16/09/2020

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Personal Injuries Assessment Board

National registration number: N/A

Postal address: PO Box 9732, Tallaght

Town: Dublin 24

NUTS code: IE061 Dublin

Country: Ireland

Contact person: Anthony Sheridan

E-mail: anthony.sheridan@injuriesboard.ie

Telephone: +353 14634588

Fax: +353 14634593

Internet address(es):Main address: <http://www.piab.ie>Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/478>**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=173705&B=ETENDERS_SIMPLE[PID=173705&B=ETENDERS_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=173705&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=173705&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

General public services

Section II: Object

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

Provision of ICT Support Personnel to assist PIAB

Reference number: ICT Support Personnel

II.1.2.

Main CPV code

72245000 Contract systems analysis and programming services

II.1.3. Type of contract

Services

II.1.4. Short description

PIAB have now commenced a digital transformation programme. The focus at this stage is on the delivery of a new claims management platform. This will include the development of a portal for communicating and exchanging information with customers, solicitors and medical professionals.

With regards to the delivery of a new claims/case management system, one of the key outcomes we are seeking is to move to a much more automated environment enhancing current processes.

Replacement claims management system including online portal services

Website and online services integrated with new claims management system

Potential development of a financial management platform

Cloud transformation and managed services

Organizational/change management services

Data collection, storage and reporting

Other.

To support PIAB in delivering on these key areas, PIAB anticipate a requirement for personnel broad categories for project specific support.

II.1.5. Estimated total value

Value excluding VAT: 2 000 000,00 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, 79612000

Placement services of office-support personnel, 79620000 Supply services of personnel

including temporary staff, 79621000 Supply services of office personnel, 79632000 Personnel-training services

II.2.3. Place of performance

NUTS code: IE061 Dublin

NUTS code: IE Éire / Ireland

Main site or place of performance: Dublin 24.

II.2.4. Description of the procurement

One of the key objectives of PIAB's Strategic Plan (2019-2024) is the development of innovative service delivery options focussing on greater use of digital technology. In line with this PIAB have now commenced a digital transformation programme.

The focus at this stage is on the delivery of a new claims management platform. This will include the development of a portal for communicating and exchanging information with customers, solicitors and medical professionals. The programme in time may also include the development of financial management and HR systems and may include revisions to our overall infrastructure.

With regards to the delivery of a new claims/case management system, one of the key outcomes we are seeking is to move to a much more automated environment enhancing current processes, and bringing efficiencies to the organisation with the result that there will be significant saving to the organisation and reducing or reliance on external service providers.

The following are key areas where support may be required:

- (i) replacement claims management system including online portal services
- (ii) website and online services integrated with new claims management system
- (iii) potential development of a financial management platform
- (iv) cloud transformation and managed services
- (v) organisational/change management services
- (vi) data collection, storage and reporting
- (vii) Other

To support PIAB in delivering on these key areas, PIAB anticipate a requirement for personnel in the following broad categories for project specific support:

- 1) Project/programme managers
- 2) Software developers/web designers/UI designers
- 3) Infrastructure specialists (cloud and on premise)
- 4) Quality management/testing/business analysts
- 5) ICT security specialists
- 6) Change management
- 7) Database admin/support
- 8) Service desk support
- 9) Training (office automation tools)
- 10) Social media
- 11) Multimedia/graphic designers
- 12) Data analysts
- 13) Subject matter experts.

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: 2 000 000,00 EUR

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

Duration in months: 48

This contract is subject to renewal: no

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

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

The procurement involves the establishment of a framework agreement

Framework agreement with several operators Envisaged maximum number of participants to the framework agreement: 5

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: 16/10/2020 Local time: 14:00

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: 16/10/2020 Local time: 14:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

The estimated total value of purchases pursuant to the framework agreement in the region of EUR 250 000 to EUR 2 000 000 (ex. VAT) over the lifetime of the agreement. It is emphasised, however, that this figure is provided strictly for indicative purposes only as there is no guaranteed expenditure under the framework agreement. Note: that the period of any contracts awarded under the framework agreement may extend beyond the date of the expiry of the agreement.

Interest parties must register their interest on the eTenders web site (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 Opportunities Portal (www.etenders.gov.ie) only. Registration is free of charge. PIAB will not accept responsibility for information relayed (or not relayed) via third parties.

This is the sole call for competition for this service.

PIAB will not be responsible for any costs, charges or expenses incurred by tenderers.

Contract award will be subject to the approval of the competent authorities.

It will be a condition of award that Tenderers are tax compliant.

If for any reason, it is not possible to admit to the framework agreement one or more of the tenderers invited following the conclusion of this competitive process, PIAB reserves the right to invite the next highest scoring tenderer(s) to join the framework agreement as appropriate, at any time during the tender validity period. In the event that, the award of any contract, under this framework agreement if the framework member cannot, for whatever reason, deliver the required services to the satisfaction of PIAB; PIAB reserves the right to award the contract to the next highest-ranked tenderer emerging from the process at any time during the contract validity period.

At its absolute discretion, PIAB may elect to terminate this procurement process, the framework agreement or any contract awarded under the framework agreement at any time. Without prejudice to the principle of equal treatment, PIAB is not obliged to engage in a clarification process in respect of tenders with missing or incomplete information. Therefore, tenderers are advised to ensure that they return fully completed tenders in order to avoid the risk of elimination from the competition.

VI.4. Procedures for review

VI.4.1. Review body

Official name: High Court

Town: Dublin 7

Country: Ireland

VI.5. Date of dispatch of this notice

11/09/2020