

Ireland-Dublin: Computer-related professional services
OJ S 198/2020 12/10/2020
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Office of the Ombudsman

National registration number: N/A

Postal address: 6 Earlsfort Terrace

Town: Dublin 2

NUTS code: IE061 Dublin

Country: Ireland

Contact person: Ciaran O Donohoe

E-mail: ciaran.odonohoe@ombudsman.ie

Telephone: +353 16395690

Internet address(es):

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

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/464>

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/rwentrance_s.asp?PID=175401&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/rwentrance_s.asp?PID=175401&B=ETENDERS_SIMPLE

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

I.4. Type of the contracting authority

National or federal agency/office

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Provision of CRM Dynamics Support and Development Services for the Office of the Ombudsman

II.1.2. Main CPV code

72590000 Computer-related professional services

II.1.3. Type of contract

Services

II.1.4. Short description

The Office of the Ombudsman requires:

- 1) Support and maintenance of its CRM Dynamics Environment, based on agreed SLA
- 2) CRM Dynamics development services on an agreed drawdown days' basis for:
 - (i) development and enhancement of current environment;
 - (ii) planned upgrades to the existing environment;
 - (iii) patching of the environments;
 - (iv) integration to our records management system (SharePoint) and websites as required; and
 - (v) advice and skills transfer to Ombudsman ICT Staff.

II.1.5. Estimated total value

Value excluding VAT: 400 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

72910000 Computer back-up services

II.2.3. Place of performance

NUTS code: IE061 Dublin

Main site or place of performance: Dublin 2 D02 W773.

II.2.4. Description of the procurement

The Office of the Ombudsman requires:

- 1) Support and maintenance of its CRM Dynamics Environment, based on agreed SLA;
- 2) CRM Dynamics development services on an agreed drawdown days' basis for:
 - (i) development and enhancement of current environment;
 - (ii) planned upgrades to the existing environment;
 - (iii) patching of the environments;
 - (iv) integration to our records management system (SharePoint) and websites as required; and
 - (v) advice and skills transfer to Ombudsman ICT Staff.

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: 400 000,00 EUR

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

Duration in months: 39

This contract is subject to renewal: yes

Description of renewals:

All contract renewals will be handled via new RFT process within final 6 months prior to contract end date.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

II.2.12. Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

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

Attached as document.

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:
Per RFT.

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

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

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

Date: 16/11/2020 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: 39 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 16/11/2020 Local time: 12:00

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

VI.4. Procedures for review

VI.4.1. Review body

Official name: Office of the Ombudsman

Postal address: 6 Earlsfort Terrace

Town: Dublin 2

Postal code: D02 W773

Country: Ireland

E-mail: liam.duffy@ombudsman.ie

Telephone: +353 16395600

Internet address: <https://www.ombudsman.ie/contact/>

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Notifications for Review to Liam Duffy, Office of the Ombudsman. Appeals must be received within a two week period following notification of the award of the contract.

VI.5. Date of dispatch of this notice

07/10/2020