

Ireland-Dublin: Computer-related services
OJ S 203/2020 19/10/2020
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: National Shared Services Office (NSSO)

National registration number: 9849665S

Postal address: Trinity Point, 10/11 South Leinster Street

Town: Dublin 2

NUTS code: IE Éire / Ireland

Postal code: D02EF85

Country: Ireland

Contact person: Andrew Devine

E-mail: Andrew.Devine@nssso.gov.ie

Telephone: +353 761007253

Internet address(es):

Main address: www.nssso.gov.ie

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/152037>

I.2. Information about joint procurement

The contract is awarded by a central purchasing body

I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

The National Shared Services Office is seeking Tender Responses for the Provision of a Managed Service and Helpdesk Facility for the PeopleSoft HRMS and CRM Solutions
Reference number: Managed Service Provider

II.1.2. Main CPV code

72500000 Computer-related services

II.1.3. Type of contract

Services

II.1.4. Short description

The National Shared Services Office (NSSO) invites tenders for the provision of a managed service and help-desk function in relation to supporting the existing PeopleSoft HRMS and PeopleSoft CRM solutions. These applications have been deployed and are currently operational in the NSSO. In addition, the successful tenderer is required to maintain the PeopleSoft HRMS and CRM solutions to appropriate versions, and to support the requirements of the entire civil service client base.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 7 000 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 72220000 Systems and technical consultancy services, 72250000 System and support services, 72253000 Helpdesk and support services, 72253100 Helpdesk services, 72253200 Systems support services, 72260000 Software-related services

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

Main site or place of performance: Block 5, Belfield Office Park, Beech Hill Road, Clonskeagh, Dublin 4, D02 A9P2.

II.2.4. Description of the procurement

The National Shared Services Office (NSSO) invites tenders for the provision of a managed service and help-desk function in relation to supporting the existing PeopleSoft HRMS and PeopleSoft CRM solutions. These applications have been deployed and are currently operational in the NSSO. In addition, the successful tenderer is required to maintain the PeopleSoft HRMS and CRM solutions to appropriate versions, and to support the requirements of the entire civil service client base

II.2.5. Award criteria

Quality criterion - Name: Approach to the provision of the managed services and service methodology / Weighting: 250

Quality criterion - Name: Proposal for extending the functionality of current PeopleSoft HRMS and CRM solutions / Weighting: 150

Quality criterion - Name: Quality, relevant experience, technical skillset and availability of resources of proposed team / Weighting: 150

Quality criterion - Name: Contract management approach / Weighting: 150

Price - Weighting: 300

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

The National Shared Services Office is seeking tender responses for the provision of a managed service and Helpdesk Facility for the PeopleSoft HRMS and CRM Solutions.

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2020/S 136-334947](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Contract No: 1

Title:

The National Shared Services Office is seeking Tender Responses for the Provision of a Managed Service and Helpdesk Facility for the PeopleSoft HRMS and CRM Solutions

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

06/10/2020

V.2.2. Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: BearingPoint Ireland

National registration number: IE 9761673F

Postal address: Montague House, Adelaide Road

Town: Dublin 2

NUTS code: IE Éire / Ireland

Country: Ireland

E-mail: andrew.montgomery@bearingpoint.com

Telephone: +353 14181176

Fax: +353 14181500

Internet address: <http://www.bearingpoint.com>

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 7 000 000,00 EUR

Total value of the contract/lot: 7 000 000,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: National Shared Services Office

Postal address: Trinity Point, 10-11 South Leinster Street

Town: Dublin 2

Postal code: D02 EF85

Country: Ireland

VI.5. Date of dispatch of this notice

14/10/2020