

Ireland-Trim: Data capture services
OJ S 204/2020 20/10/2020
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: National Council for Special Education

National registration number: N/A

Postal address: 1-2 Mill Street

Town: Trim

NUTS code: IE062 Mid-East

Country: Ireland

Contact person: Rowan Dardis

E-mail: rowan.dardis@ncse.ie

Telephone: +353 16033269

Internet address(es):

Main address: <http://www.ncse.ie>

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/556>

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=176016&B=ETENDERS_SIMPLE

[PID=176016&B=ETENDERS_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=176016&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=176016&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

Education

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Provision of a Case Management System

Reference number: Case Management System

II.1.2. Main CPV code

72313000 Data capture services

II.1.3. Type of contract

Services

II.1.4. Short description

Provision of a case management system for NCSE

The NCSE provide support to almost 4 000 schools in the Republic of Ireland. NCSE are looking to procure an online case management system that allows each school submit online support requests to the NCSE. Each school will have a unique login on the system that gives them access to their own customer portal where they can submit support requests and also monitor support requests they have already submitted to the NCSE. Each support request is assigned a unique ticket number. The case management system will also have an admin portal, where NCSE staff (agents) will receive the support tickets submitted by the school. These tickets will be automatically assigned to them based on information submitted by the school when the school raises the support ticket. These staff(agents) will then process the support ticket and feedback to the school using the case management system before closing the support ticket.

II.1.5. Estimated total value

Value excluding VAT: 250 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

48611000 Database software package, 48612000 Database-management system, 72250000 System and support services, 72253000 Helpdesk and support services, 72253100 Helpdesk services, 72314000 Data collection and collation services, 72316000 Data analysis services, 72317000 Data storage services, 72318000 Data transmission services, 72322000 Data management services

II.2.3. Place of performance

NUTS code: IE062 Mid-East

Main site or place of performance: Trim.

II.2.4. Description of the procurement

Provision of case management system to NCSE.

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: 250 000,00 EUR

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

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

The contracting authority reserves the right to extend the term of the contract for a period of 1 year with a maximum of 2 such extensions on the same terms and conditions, subject to the contracting authority's obligations at law.

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

Provision of case management system to NCSE.

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**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: 17/11/2020 Local time: 18:00

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.2.7. Conditions for opening of tenders

Date: 17/11/2020 Local time: 18:00

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: The High Court of Ireland

Town: Dublin

Country: Ireland

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Please consult with your own legal advisors.

VI.5. Date of dispatch of this notice

15/10/2020