

Ireland-Mahon: Survey services
OJ S 184/2022 23/09/2022
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Health Information and Quality Authority (HIQA)

National registration number: N/A

Postal address: Unit 1301

Town: Mahon

NUTS code: IE Éire / Ireland

Postal code: CityGate

Country: Ireland

Contact person: Niamh O'Connor

E-mail: noconnor@hiqa.ie

Telephone: +353 212409300

Internet address(es):

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

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/483>

I.4. Type of the contracting authority

National or federal agency/office

I.5. Main activity

Health

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

ICT-386 - Provision of a survey platform and associated services

Reference number: ICT-386

II.1.2. Main CPV code

79311000 Survey services

II.1.3. Type of contract

Services

II.1.4. Short description

Provision of a survey platform and associated services. Please see attached documents for additional details.

II.1.6.

Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 316 298,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 72260000 Software-related services, 79311100 Survey design services, 79311200 Survey conduction services, 79311300 Survey analysis services

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

Main site or place of performance: Ireland

II.2.4. Description of the procurement

Provision of a survey platform and associated services. Please see attached documents for additional details.

II.2.5. Award criteria

Quality criterion - Name: A. System Features / Weighting: 40%

Quality criterion - Name: B. Professional Services / Weighting: 20%

Quality criterion - Name: C. Presentation / Solution Demonstration / Weighting: 20%

Price - Weighting: 20%

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

See attached documents for further information.

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: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2021/S 121-319941](#)

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:

ICT-386 - Provision of a survey platform and associated services

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

01/03/2022

V.2.2. Information about tenders

Number of tenders received: 8

Number of tenders received from SMEs: 6

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 8

The contract has been awarded to a group of economic operators: yes

V.2.3. Name and address of the contractor

Official name: Ipsos MRBI MRBI Market Research Ltd

Postal address: Block 3 Blackrock Business Park

Town: Blackrock

NUTS code: IE Éire / Ireland

Country: Ireland

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

The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: Qualtrics

Postal address: 10 York Road

Town: Waterloo

NUTS code: UK United Kingdom

Country: United Kingdom

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

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 300 000,00 EUR

Total value of the contract/lot: 316 298,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

1. Interested 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 Procurement Opportunities Portal (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. Suppliers must register their interest on the eTenders web site (www.etenders.gov.ie) in order to be included on the mailing list for clarifications and to respond electronically to the competition. There is a maximum upload limit of 2GB per document on etenders. Documents larger than this should be divided into smaller files prior to upload or zipped.
3. Should you experience difficulty when uploading documents please contact the eTenders Support Desk for technical assistance. Email etenders@eu-supply.com or Telephone: 353 (0) 21 243 92 77 (09:00am – 17:30pm GMT)
4. All queries regarding this tender requirement or process must be submitted through the Irish Government Procurement Opportunities Portal www.etenders.gov.ie (RFT ID:XXXX) as a specific question. Responses will be circulated to those parties that have registered an interest in this notice on www.etenders.gov.ie The details of the person making a query will not be disclosed when circulating the response
5. This is the sole call for competition for this contract.
6. The contracting authority will not be responsible for any costs, charges or expenses incurred by candidates or tenderers.
7. Contract award will be subject to the approval of the competent authorities.
8. It will be a condition of award that the successful tenderer is and remains tax compliant.
9. 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.
10. 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.
11. 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.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Central Office of the High Court
Postal address: Ground Floor (East Wing), Four Courts, Inns quay
Town: Dublin
Postal code: 7
Country: Ireland
E-mail: HighCourtCentralOffice@courts.ie
Telephone: +353 18886458
Internet address: <https://www.courts.ie/content/central-office-high-court>

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:
This framework is covered by the application of the remedies directive and the

relevant standstill period applicable.

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Contact owner legal advisor

Town: Contact owner legal advisor

Country: Ireland

VI.5. Date of dispatch of this notice

19/09/2022