

# Ireland: Software package and information systems

## ATU Single Operator Framework Agreement Cloud Based Communication/Call Traffic Management Platform

Contract or concession notice – standard regime

### 1 Buyer

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#### 1.1 Buyer

*Official name:* Atlantic Technological University

*Legal type of the buyer:* Body governed by public law

*Activity of the contracting authority:* Education

### 2 Procedure

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#### 2.1 Procedure

*Title:* ATU Single Operator Framework Agreement Cloud Based Communication/Call Traffic Management Platform

*Description:* The Contracting Authority proposes to engage in a competitive process to establish a single operator framework agreement through the open procedure for the supply, installation, training, and support services of a cloud-based Communication and Call Traffic Management (SaaS) solution. This solution will seamlessly integrate with Microsoft Teams, enabling the effective management of call operations. For further details, please refer to the attached documentation.

*Procedure identifier:* 9da06b1d-1b74-4bed-9271-a779b67ecba1

*Type of procedure:* Open

*The procedure is accelerated:* no

*Justification for the accelerated procedure:*

*Main features of the procedure:*

##### 2.1.1 Purpose

*Main nature of the contract:* Supplies

*Main classification (cpv):* 48000000 Software package and information systems

*Additional classification (cpv):* 48900000 Miscellaneous software package and computer systems

*Additional classification (cpv):* 48219300 Administration software package

##### 2.1.2 Place of performance

Anywhere in the European Economic Area

##### 2.1.3 Value

*Maximum value of the framework agreement:* 100 000 Euro

##### 2.1.4 General information

*Additional information:* Please refer to attached documentation.

*Legal basis:*

Directive 2014/24/EU

##### 2.1.5 Terms of procurement

*Terms of submission:*

*Maximum number of lots for which one tenderer can submit tenders:* 0

##### 2.1.6 Grounds for exclusion

Purely national exclusion grounds: Please refer to attached documentation

## 5 Lot

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### **5.1 Lot technical ID: LOT-0001**

*Title:* ATU Single Operator Framework Agreement Cloud Based Communication/Call Traffic Management Platform

*Description:* The Contracting Authority proposes to engage in a competitive process to establish a single operator framework agreement through the open procedure for the supply, installation, training, and support services of a cloud-based Communication and Call Traffic Management (SaaS) solution. This solution will seamlessly integrate with Microsoft Teams, enabling the effective management of call operations. For further details, please refer to the attached documentation.

*Internal identifier:* 0

#### **5.1.1 Purpose**

*Main nature of the contract:* Supplies

*Main classification (cpv):* 48000000 Software package and information systems

*Additional classification (cpv):* 48900000 Miscellaneous software package and computer systems

*Additional classification (cpv):* 48219300 Administration software package

#### **5.1.2 Place of performance**

*Country:* Ireland

Anywhere in the given country

*Additional information:*

#### **5.1.3 Estimated duration**

*Start date:* 29/11/2024

*Duration:* 48 Month

#### **5.1.5 Value**

*Estimated value excluding VAT:* 100 000 Euro

#### **5.1.6 General information**

*Reserved participation:* Participation is not reserved.

Procurement Project not financed with EU Funds.

*The procurement is covered by the Government Procurement Agreement (GPA):* yes

#### **5.1.7 Strategic procurement**

*Aim of strategic procurement:* No strategic procurement

*Description:* Not applicable

#### **5.1.9 Selection criteria**

*Criterion:*

*Type:* Economic and financial standing

*Name:* Please refer to attached documentation

*Criterion:*

*Type:* Technical and professional ability

*Name:* Please refer to attached documentation

#### **5.1.11 Procurement documents**

*Languages in which the procurement documents are officially available:* English

*Languages in which the procurement documents (or their parts) are unofficially available:* English

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=4413501>

#### **5.1.12 Terms of procurement**

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.etenders.gov.ie/epps/cft/viewTenders.do?resourceId=4413501>

Languages in which tenders or requests to participate may be submitted: English

Electronic catalogue: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of tenders: 25/10/2024 13:30 +01:00

Information about public opening:

Opening date: 25/10/2024 14:00 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=4413501>

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: Not yet known

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

#### **5.1.15 Techniques**

Framework agreement:

Framework agreement, with reopening of competition

Information about the dynamic purchasing system:

No dynamic purchase system

Electronic auction: no

#### **5.1.16 Further information, mediation and review**

Review organisation: The High Court of Ireland

Organisation providing offline access to the procurement documents: Atlantic Technological University

Organisation receiving requests to participate: Atlantic Technological University

Organisation processing tenders: Atlantic Technological University

TED eSender: European Dynamics S.A.

## **8 Organisations**

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### **8.1 ORG-0001**

Official name: Atlantic Technological University

Registration number: 3926731JH

Postal address: Port Road

Town: Letterkenny

Postcode: F94 DV52

Country: Ireland

Email: [procurement@atu.ie](mailto:procurement@atu.ie)

Telephone: 074 9186000

Internet address: <https://www.atu.ie>

Buyer profile: <https://www.atu.ie>

Roles of this organisation:

*Buyer*

*Organisation providing offline access to the procurement documents*

*Organisation receiving requests to participate*

*Organisation processing tenders*

#### **8.1 ORG-0002**

*Official name:* The High Court of Ireland

*Registration number:* The High Court of Ireland

*Department:* The High Court of Ireland

*Postal address:* Four Courts, Inns Quay, Dublin 7

*Town:* Dublin

*Postcode:* D07 WDX8

*Country:* Ireland

*Email:* [HighCourtCentralOffice@courts.ie](mailto:HighCourtCentralOffice@courts.ie)

*Telephone:* +353 1 8886000

*Roles of this organisation:*

*Review organisation*

#### **8.1 ORG-0003**

*Official name:* European Dynamics S.A.

*Registration number:* 002024901000

*Department:* European Dynamics S.A.

*Town:* Athens

*Country:* Greece

*Email:* [eproc-esender@eurodyn.com](mailto:eproc-esender@eurodyn.com)

*Telephone:* +30 2108094500

*Roles of this organisation:*

*TED eSender*

### 11 Notice information

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#### **11.1 Notice information**

*Notice identifier/version:* 23d984de-d969-4b85-96cc-2be2c7c3d74b - 01

*Form type:* Competition

*Notice type:* Contract or concession notice – standard regime

*Notice dispatch date:* 04/10/2024 16:07 +01:00

*Languages in which this notice is officially available:* English

#### **11.2 Publication information**