

IRELAND: CUSTOMER SURVEY SERVICES PROVISION OF A SURVEY SOFTWARE SOLUTION TO DCU

Contract or concession award notice – standard regime

1 Buyer

1.1 Buyer

Official name: Dublin City University

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Education

2 Procedure

2.1 Procedure

Title: Provision of a Survey Software Solution to DCU

Description: DCU requires an enterprise survey solution that will provide a modern, online, accessible, feature rich survey platform. The University has, until recently, taken a decentralised approach to the sourcing and management of survey software tools with individual departments, faculties and offices engaging vendors separately. While a new central budgetary model for survey tool management has recently been agreed, the University expects the successful Tenderer to take a lead role in the management and administration of any new site license

Procedure identifier: 21a1feb9-40f8-4e92-ab5d-60fb8e3528d6

Type of procedure: Open

The procedure is accelerated: Yes

2.1.1 Purpose

Nature of the contract: Services

Main classification (cpv): 79342310 Customer survey services

Additional classification (cpv): 72212100 Industry specific software development services

Additional classification (cpv): 72268000 Software supply services

Additional classification (cpv): 72212445 Customer Relation Management software development services

Additional classification (cpv): 72212190 Educational software development services

2.1.3 Value

Estimated value excluding VAT: 720 000 EUR

2.1.4 General information

Legal basis:

Directive 2014/24/EU

5 Lot

5.1 Lot: LOT-0001

Title: Provision of a Survey Software Solution to DCU

Description: DCU requires an enterprise survey solution that will provide a modern, online, accessible, feature rich survey platform. The University has, until recently, taken a decentralised approach to the sourcing and management of survey software tools with individual departments, faculties and offices engaging vendors separately. While a new

central budgetary model for survey tool management has recently been agreed, the University expects the successful Tenderer to take a lead role in the management and administration of any new site license

Internal identifier: DCU-23015-S

5.1.1 Purpose

Nature of the contract: Services

Main classification (cpv): 79342310 Customer survey services

Additional classification (cpv): 72212100 Industry specific software development services

Additional classification (cpv): 72268000 Software supply services

Additional classification (cpv): 72212445 Customer Relation Management software development services

Additional classification (cpv): 72212190 Educational software development services

5.1.5 Value

Estimated value excluding VAT: 720 000 EUR

5.1.6 General information

Procurement Project not financed with EU Funds.

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

5.1.10 Award criteria

Criterion:

Type: Quality

5.1.15 Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system

No dynamic purchase system

Electronic auction:

5.1.16 Further information, mediation and review

Review organisation: The High Court of Ireland

Organisation providing offline access to the procurement documents: Dublin City University

6 Results

6.1 Result Lot Identifier: LOT-0001

At least one winner was chosen.

6.1.2 Information about winners

Winner:

Official name: Qualtrics LLC

Tender:

Tender identifier: 000025555

Identifier of lot or group of lots: LOT-0001

Contract information:

Identifier of the contract: 395199

Date on which the winner was chosen: 2023-11-20Z

Date of the conclusion of the contract: 2023-12-21Z

The contract is awarded within a framework agreement: false

8.1 ORG-0001

Official name: Dublin City University

Registration number: IE6517957E

Postal address: Glasnevin, Dublin 9

Town: Dublin

Postcode: D09 DXA0

Country: Ireland

Email: procurement@dcu.ie

Telephone: +35317007886

Information exchange endpoint (URL): <https://www.dcu.ie>

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

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

8.1 ORG-0002

Official name: Qualtrics LLC

Registration number: IE03765130LH

Postal address: 333 W RIVER PARK DR

Town: Provo, UT

Postcode: 84604

Country: United States

Email: emearfp@qualtrics.com

Telephone: +35315844772

Information exchange endpoint (URL): <http://www.qualtrics.com>

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

8.1 ORG-0003

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

Telephone: +353 1 8886000

Roles of this organisation:

Review organisation

8.1 ORG-0004

Official name: European Dynamics S.A.

Registration number: 002024901000

Department: European Dynamics S.A.

Town: Athens

Country: Greece
Email: eproc-esender@eurodyn.com
Telephone: +30 2108094500
Roles of this organisation:
TED eSender

11 Notice information

11.1 Notice information

Notice identifier/version: 889fa966-f359-4635-ae6b-f826a917edbc - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice dispatch date: 2024-01-15Z 16:50:53Z

Languages in which this notice is officially available: English

11.2 Publication information