

IRELAND: IT SERVICES: CONSULTING, SOFTWARE DEVELOPMENT, INTERNET AND SUPPORT

PROVISION OF SHAREPOINT SUPPORT AND ASSOCIATED SERVICES

Contract or concession award notice – standard regime

1 Buyer

1.1 Buyer

Official name: Office of the Ombudsman

Legal type of the buyer: Central government authority

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Provision of Sharepoint Support and Associated Services

Description: The Office of the Ombudsman requires: - Support and maintenance of the Offices on-premises Sharepoint environment - Providing advice and recommendations on using MS Sharepoint to migrate the Office's files from on-premises File Servers and Sharepoint Server farm to Microsoft M365 and/or comparable Azure services. - Sharepoint development services on an agreed drawdown days' basis for; - Development and enhancement of current on-premises Sharepoint environment - Planned patching and upgrades to the existing on-premises Sharepoint environment - Integration to the Office's Dynamics 365 case management system and OGCI0-hosted websites, as required - Developing Sharepoint Sites for Intranet functionality, as required. - Advice and skills transfer to Ombudsman ICT Staff and 'Expert' Staff users - Keeping the Office up-to-date with new features and capabilities
Note: The Office of the Ombudsman maintains its own on-premises hardware environment and underlying operating systems.

Procedure identifier: e8a57a90-b5b6-4e0f-8350-074138201f64

Previous notice: 5e53f5d4-a81d-4fe6-8778-0c99bda4f6bc-02

Type of procedure: Open

The procedure is accelerated: yes

Justification for the accelerated procedure:

Main features of the procedure:

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 72200000 Software programming and consultancy services

Additional classification (cpv): 72600000 Computer support and consultancy services

Additional classification (cpv): 72210000 Programming services of packaged software products

Additional classification (cpv): 72220000 Systems and technical consultancy services

Additional classification (cpv): 72230000 Custom software development services

Additional classification (cpv): 72240000 Systems analysis and programming services

Additional classification (cpv): 72250000 System and support services

Additional classification (cpv): 72260000 Software-related services

Additional classification (cpv): 72610000 Computer support services

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 130 000 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Provision of Sharepoint Support and Associated Services

Description: The Office of the Ombudsman requires: - Support and maintenance of the Offices on-premises Sharepoint environment - Providing advice and recommendations on using MS Sharepoint to migrate the Office's files from on-premises File Servers and Sharepoint Server farm to Microsoft M365 and/or comparable Azure services. - Sharepoint development services on an agreed drawdown days' basis for; - Development and enhancement of current on-premises Sharepoint environment - Planned patching and upgrades to the existing on-premises Sharepoint environment - Integration to the Office's Dynamics 365 case management system and OGCI0-hosted websites, as required - Developing Sharepoint Sites for Intranet functionality, as required. - Advice and skills transfer to Ombudsman ICT Staff and 'Expert' Staff users - Keeping the Office up-to-date with new features and capabilities
Note: The Office of the Ombudsman maintains its own on-premises hardware environment and underlying operating systems.

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

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5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.5 Value

Estimated value excluding VAT: 130 000 Euro

5.1.6 General information

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

5.1.10 Award criteria

Criterion:

Type: Cost

Name:

Description: In the Pricing Schedule, Tenderers must provide the following costing details; On the SupportServices tab, • Tenderers must quote the annual Microsoft Sharepoint Support and Maintenance service cost for three (3) years in the Support Costs section. On the ResourceRateCard tab, • Tenderers must quote the per diem rate of the professional services roles listed, providing Onsite and Offsite rates for the Junior and Senior grades. On the TotalContractCosts tab, • Tenderers must quote for any additional costs that they foresee arising in delivery of this contract On the TotalContractsCosts tab, down days will be evaluated on the following basis; • Notional figure of sixty (60) days - Twenty (20) days per annum, assuming a three-year contract term. The Onsite rates will be used to calculate the per diem rate. • To cover Administrator and Development cost evaluation, assumption of 50/50 split on draw down days between both. • The Per Diem rate will be calculated as a blended rate of the Junior and Senior resource rates quoted on the ResourceRateCard tab, in the proportion of; o Junior resource – Six (6) days o Senior resource – Four (4) days The combined costs for each will be added together to obtain a Total Contract Cost (Three (3) year contract). The pricing submission is to be completed in the Pricing Schedule excel workbook. All prices quoted must be inclusive of all costs to meet the requirements. Prices quoted must be expressed in Euro only and exclusive of VAT. Tenderers must quote prices for each of the items set out in the tables in the Pricing Schedule. If the Tenderer fails to include a required cost item they will be eliminated from the competition. Tenderers please note: You must submit the completed Pricing Schedule with your RFT submission. Failure to do so will automatically eliminate your submission from this RFT competition.

Order of importance: 1

Fixed value (per unit): 1

Criterion:

Type: Quality

Name:

Description: The Office of the Ombudsman requires support and maintenance services for its on-premises Sharepoint farm. The requirements include the quality of: • B1 - Approach to provision of Sharepoint Services support and SLA's, including Microsoft Partner level (125 Marks) • B2 - Approach to advice and recommendations on using MS SharePoint to migrate the Office's files from on-premises File Servers and Sharepoint Server farm to Microsoft M365 and/or comparable Azure services (125 Marks) Tenderers must provide their response to each requirement below in the correct Tenderer's Response box i.e. Tenderers must insert the response to B1 in the response box marked 'Tenderer's Response B1. In the event that a Tenderer does not respond to all of the requirements below, i.e. leaves any response box blank, they will be eliminated from the competition.

Order of importance: 2

Fixed value (per unit): 1

Criterion:

Type: Quality

Name:

Description: The Office of the Ombudsman requires a tenderer with experience in support and development of on-premises Sharepoint environments in organisations of a similar size/scale. The requirements include the quality of: • C1 - Quality of experience of tenderer in support and development of on-premises Sharepoint environments to organisations of a similar size/scale, and knowledge transfer to local ICT staff and 'expert' staff users (250 Marks) Tenderers must provide their response to each requirement below in the correct Tenderer's Response box i.e. Tenderers must insert the response to C1 in the response box marked 'Tenderer's Response C1. In the event that a Tenderer does not respond to all of the requirements below, i.e. leaves any response box blank, they will be eliminated from the competition.

Order of importance: 3

Fixed value (per unit): 1

Description of the method to be used if weighting cannot be expressed by criteria:

Justification for not indicating the weighting of the award criteria:

5.1.15 Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16 Further information, mediation and review

Review organisation: The High Court of Ireland

Organisation providing offline access to the procurement documents: Office of the Ombudsman

TED eSender: European Dynamics S.A.

6 Results

Value of all contracts awarded in this notice: 144 000 Euro

Approximate value of the framework agreements: 144 000 Euro

6.1 Result lot Identifier: LOT-0001

At least one winner was chosen.

6.1.2 Information about winners

Winner:

Official name: Open Sky Data Systems_11364

Tender:

Tender identifier: 000059032

Identifier of lot or group of lots: LOT-0001

Subcontracting: No

Contract information:

Identifier of the contract: 410291

Date on which the winner was chosen: 19/06/2024

Date of the conclusion of the contract: 08/07/2024

The contract is awarded within a framework agreement: no

8 Organisations

8.1 ORG-0001

Official name: Office of the Ombudsman

Registration number: OMB

Postal address: 6 Earlsfort Terrace

Town: Dublin

Postcode: D02W773

Country: Ireland

Contact point: Eoin Keaveny

Email: eoin.keaveny@ombudsman.ie

Telephone: +353864121440

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

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

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

8.1 ORG-0002

Official name: Open Sky Data Systems_11364

Registration number: IE380089

Postal address: Premier Business Centre B, Osprey Business Campus, Devoy Quarter, John Devoy Road,

Town: Naas

Postcode: W91 W0D0

Country: Ireland

Email: mcronin@openskydata.com

Telephone: +35345855675

Fax: +353 1 5078038

Internet address: www.openskydata.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: 20a68363-fb4e-4d8d-b05d-44beb87488db - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice dispatch date: 13/09/2024 15:23 +01:00

Languages in which this notice is officially available: English

11.2 Publication information