

# IRELAND: SOFTWARE SUPPORT SERVICES APPLICATION MANAGEMENT ICT SOLUTION, IMPLEMENTATION AND SUPPORT

Contract or concession award notice – standard regime

## 1 Buyer

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### 1.1 Buyer

*Official name:* The Health Research Board

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

*Activity of the contracting authority:* Health

## 2 Procedure

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### 2.1 Procedure

*Title:* Application Management ICT Solution, Implementation and Support

*Description:* The HRB is a State Agency under auspices of the Department of Health, the remit of the agency is to support and fund health and social care research and provide evidence to inform policy and practice. The HRB host both the National Office and Secretariat, providing operational and strategic support to both units The National Office for Research Ethics Committees ('National Office'), an office which is hosted by the Health Relations Board (HRB) requires an IT solution to support application management. It is further anticipated that any future system will also support the work of the Secretariat to the Health Research Consent Declaration Committee (HRCDC), a sister unit to the National Office. To continue to manage process the volume of applications effectively and within regulatory requirements, an application management system is critically needed The application management solution needs to be usable, feasible, and scalable to accommodate a growing number of applicants, and the solution needs to be interoperable with key systems, including SharePoint, Microsoft Outlook, and a future possibility with the EU CTIS portal. The key principles required from suitable solution are: • Interoperability – interoperable with other systems, most notably with SharePoint, the NREC Website, Microsoft Outlook, and EU CTIS. • Scalability – to current and future volume, requirement, and remit • Functionality – for full process and for all relevant stakeholders • Security – secure to GDPR standards with suitable accessibility for each user type • Consolidation – processes, including messaging, data management, and status reporting need to be supported in one solution. • Retain the 'Human Touch' of the current NREC National Office and HRCDC Secretariat ethos. The National Office as a new organisation, and separately the Secretariat, has provided applicants with a positive experience of having one organisation to contact and a clear human presence in the process. • Adaptability – to ensure that any system is future proofed for the potential integration of additional external systems. In the below list the integration points for solution requirements are listed, please note that the the Contracting Authority requires an Application Programmable Interface (API) to interface with CTIS to interact in real time with the underlying data, metadata and functionality in the Solution: • Microsoft SharePoint • Microsoft Outlook • National Office Website • HRCDC Website • EU CTIS Portal • Ability to connect to other third-party applications, if a future requirement arises

*Procedure identifier:* 0c26cbc6-71f9-4602-a4d9-6bd70d310a0b

*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:* Services

*Main classification (cpv):* 72261000 Software support services

*Additional classification (cpv): 72262000 Software development services*  
*Additional classification (cpv): 72263000 Software implementation services*  
*Additional classification (cpv): 72264000 Software reproduction services*  
*Additional classification (cpv): 72265000 Software configuration services*  
*Additional classification (cpv): 72266000 Software consultancy services*  
*Additional classification (cpv): 72267000 Software maintenance and repair services*  
*Additional classification (cpv): 72268000 Software supply services*

### **2.1.2 Place of performance**

*Country subdivision (NUTS): Dublin (IE061)*  
*Country: Ireland*

### **2.1.3 Value**

*Estimated value excluding VAT: 600 000 Euro*

### **2.1.4 General information**

*Legal basis:*  
*Directive 2014/24/EU*

5 Lot

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

*Title: Application Management ICT Solution, Implementation and Support*

*Description: The HRB is a State Agency under auspices of the Department of Health, the remit of the agency is to support and fund health and social care research and provide evidence to inform policy and practice. The HRB host both the National Office and Secretariat, providing operational and strategic support to both units The National Office for Research Ethics Committees ('National Office'), an office which is hosted by the Health Relations Board (HRB) requires an IT solution to support application management. It is further anticipated that any future system will also support the work of the Secretariat to the Health Research Consent Declaration Committee (HRCDC), a sister unit to the National Office. To continue to manage process the volume of applications effectively and within regulatory requirements, an application management system is critically needed The application management solution needs to be usable, feasible, and scalable to accommodate a growing number of applicants, and the solution needs to be interoperable with key systems, including SharePoint, Microsoft Outlook, and a future possibility with the EU CTIS portal. The key principles required from suitable solution are: • Interoperability – interoperable with other systems, most notably with SharePoint, the NREC Website, Microsoft Outlook, and EU CTIS. • Scalability – to current and future volume, requirement, and remit • Functionality – for full process and for all relevant stakeholders • Security – secure to GDPR standards with suitable accessibility for each user type • Consolidation – processes, including messaging, data management, and status reporting need to be supported in one solution. • Retain the 'Human Touch' of the current NREC National Office and HRCDC Secretariat ethos. The National Office as a new organisation, and separately the Secretariat, has provided applicants with a positive experience of having one organisation to contact and a clear human presence in the process. • Adaptability – to ensure that any system is future proofed for the potential integration of additional external systems. In the below list the integration points for solution requirements are listed, please note that the the Contracting Authority requires an Application Programmable Interface (API) to interface with CTIS to interact in real time with the underlying data, metadata and functionality in the Solution: • Microsoft SharePoint • Microsoft Outlook • National Office Website • HRCDC Website • EU CTIS Portal • Ability to connect to other third-party applications, if a future requirement arises*

*Internal identifier: 0*

### **5.1.1 Purpose**

*Main nature of the contract: Services*

Main classification (cpv): 72261000 Software support services  
Additional classification (cpv): 72262000 Software development services  
Additional classification (cpv): 72263000 Software implementation services  
Additional classification (cpv): 72264000 Software reproduction services  
Additional classification (cpv): 72265000 Software configuration services  
Additional classification (cpv): 72266000 Software consultancy services  
Additional classification (cpv): 72267000 Software maintenance and repair services  
Additional classification (cpv): 72268000 Software supply services

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

Country subdivision (NUTS): Dublin (IE061)  
Country: Ireland  
Additional information:

#### **5.1.5 Value**

Estimated value excluding VAT: 600 000 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: Quality  
Name:  
Description: MEAT  
Weight (decimal, exact): 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: The Health Research Board  
TED eSender: European Dynamics S.A.

## **6 Results**

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Value of all contracts awarded in this notice: 600 000 Euro

#### **6.1 Result lot Identifier: LOT-0001**

At least one winner was chosen.

### 6.1.2 Information about winners

Winner:

Official name: BDO\_19019

Tender:

Tender identifier: 000018267

Identifier of lot or group of lots: LOT-0001

Subcontracting: No

Contract information:

Identifier of the contract: 396031

Date of the conclusion of the contract: 08/12/2023

The contract is awarded within a framework agreement: no

## 8 Organisations

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### 8.1 ORG-0001

Official name: The Health Research Board

Registration number: 04820764P

Postal address: 67-72 Lower Mount Street,

Town: Dublin

Postcode: DO2 H638

Country: Ireland

Email: [dmurphy@hrb.ie](mailto:dmurphy@hrb.ie)

Telephone: 012345100

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

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

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

### 8.1 ORG-0002

Official name: BDO\_19019

Registration number: 4032497EH

Town: Dublin

Country: Ireland

Email: [edaly@bdo.ie](mailto:edaly@bdo.ie)

Telephone: 353 1 470 0000

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](mailto: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](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: 35d17544-5e0b-449a-bc7a-935431c6ce50 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice dispatch date: 20/09/2024 15:30 +01:00

Languages in which this notice is officially available: English

#### **11.2 Publication information**