Ireland: Computer-related services
Modification Notice to RFT ID 166157 Single Party Framework for Provision of customer portal and CRM Platform.

Contract or concession award notice – standard regime

1 *Buyer*

1.1 *Buyer*

Official name: Dublin City Council
Legal type of the buyer: Local authority
Activity of the contracting authority: General public services

2 *Procedure*

2.1 *Procedure*

Title: Modification Notice to RFT ID 166157 Single Party Framework for Provision of customer portal and CRM Platform.
Description: This Contract Award Notice is acting as a Modification Notice under Article 72 of 2014/24/EU to RFT ID 166157 Single Party Framework for provision of customer portal and CRM platform (Dublin City Council proposes to establish a Single Party Framework Agreement for the provision of a Customer Portal and CRM Platform, to include implementation, hosting, support, maintenance and future development. An initial contract will be awarded for a period of three years with an option to extend for up to 12 months with a maximum of two such extensions, at the sole discretion of DCC, under the same terms and conditions, based on annual reviews of operations. For the avoidance of all doubt, the maximum Framework Agreement Term is four years, however contracts may be awarded which extend beyond the lifetime of the Framework. It is emphasised that a framework agreement constitutes no guarantee to purchase a specific quantity of services from a particular economic operator. Indeed, DCC reserves the right to operate outside of the framework agreement at its discretion, particularly should it become apparent that doing so would offer greater value for money.) published on the previous eTenders system, prior to the introduction of new TED eForms.
Procedure identifier: caabb22f-e862-4b22-89d3-d6a171c4cefb
Type of procedure: Open
Justification for the accelerated procedure:
Main features of the procedure:

2.1.1 *Purpose*

Main nature of the contract: Services
Main classification (cpv): 72500000 Computer-related services
Additional classification (cpv): 72000000 IT services: consulting, software development, Internet and support

2.1.2 *Place of performance*

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

2.1.4 *General information*

Additional information: Dublin City Council conducted a tender competition in 2020 to create a Single-Party Framework Agreement for the provision/supply of a Customer Portal and CRM Platform for Dublin City Council Contract notice OJEU 2020/S 043-102012 was published on 27/02/2020. Following the evaluation process Granicus–Firmstep Ltd was identified as the preferred tender designate. The Customer Portal and CRM Platform Project Board

accepted the recommendation of the Tender Assessment Board on 19th August 2020 The framework duration is for a period of 4 years. An initial contract for the provision of a Customer Portal and CRM Platform has been awarded for a period of 3 years with an option to extend for a period of up to 12 months with a maximum of two such extensions. The estimated value of this contract, excluding VAT, is €1,199,392.25. Award notice OJEU2020/S 242-598989 was published on 08/12/2020 During the period of the framework agreement, additional services were required that could not have been anticipated when the framework was initially advertised. These services included the entire grant section within the portal, the creation of the Affordable Purchase Scheme Portal, and extensive digitization of Housing Department processes. Significant resources were allocated to integrating with the national system, which was later phased out and discontinued. Article 72 of the public procurement directives 2014/24/EU provides for modification in the value of a framework (b) for additional works, services or supplies by the original contractor that have become necessary and that were not included in the initial procurement where a change of contractor: (i) cannot be made for economic or technical reasons such as requirements of interchangeability or interoperability with existing equipment, services or installations procured under the initial procurement; and (ii) would cause significant inconvenience or substantial duplication of costs for the contracting authority The value of the Framework has been increased to €1,799,088.38 which does not exceed 50% of the original Framework Value.
Legal basis:
Directive 2014/24/EU

5 *Lot*

5.1 *Lot technical ID*: LOT-0001

Title: Modification Notice to RFT ID 166157 Single Party Framework for Provision of customer portal and CRM Platform
Description: This Contract Award Notice is acting as a Modification Notice under Article 72 of 2014/24/EU to RFT ID 166157 Single Party Framework for provision of customer portal and CRM platform (Dublin City Council proposes to establish a Single Party Framework Agreement for the provision of a Customer Portal and CRM Platform, to include implementation, hosting, support, maintenance and future development. An initial contract will be awarded for a period of three years with an option to extend for up to 12 months with a maximum of two such extensions, at the sole discretion of DCC, under the same terms and conditions, based on annual reviews of operations. For the avoidance of all doubt, the maximum Framework Agreement Term is four years, however contracts may be awarded which extend beyond the lifetime of the Framework. It is emphasised that a framework agreement constitutes no guarantee to purchase a specific quantity of services from a particular economic operator. Indeed, DCC reserves the right to operate outside of the framework agreement at its discretion, particularly should it become apparent that doing so would offer greater value for money.) published on the previous eTenders system, prior to the introduction of new TED eForms.
Internal identifier: 1

5.1.1 *Purpose*

Main nature of the contract: Services
Main classification (cpv): 72500000 Computer-related services
Additional classification (cpv): 72000000 IT services: consulting, software development, Internet and support

5.1.2 *Place of performance*

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

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: This Contract Award Notice is acting as a Modification Notice under Article 72 of 2014/24/EU to RFT ID 166157 Single Party Framework for provision of customer portal and CRM platform (Dublin City Council proposes to establish a Single Party Framework Agreement for the provision of a Customer Portal and CRM Platform, to include implementation, hosting, support, maintenance and future development, prior to the introduction of the new eForms. The Framework Agreement was established on the basis of the Most Economically advantageous Tender. Contract award notice concerning this contract Notice Number in OJEU 2020/S 242-598989

Weight (percentage, exact): 100

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 signing the contract: Dublin City Council

TED eSender: European Dynamics S.A.

6 *Results*

Value of all contracts awarded in this notice: 599 696,13 *Euro*

6.1 *Result lot Identifier*: LOT-0001

At least one winner was chosen.

6.1.2 *Information about winners*

Winner:

Official name: Granicus

Tender:

Tender identifier: Granicus

Identifier of lot or group of lots: LOT-0001

Subcontracting: No

Contract information:

Identifier of the contract: Modification Notice to RFT ID 166157 Single Party Framework for Provision of customer portal and CRM Platform.

Date of the conclusion of the contract: 08/12/2020

The contract is awarded within a framework agreement: *no*

Organisation signing the contract: Dublin City Council

8 *Organisations*

8.1 ORG-0001

Official name: Dublin City Council
Registration number: IE47732154U
Postal address: Civic Offices, Wood Quay
Town: Dublin
Postcode: D08 RF3F
Country: Ireland
Email: kamila.sliwka@dublincity.ie
Telephone: 01 2222222
Internet address: https://www.dublincity.ie
Buyer profile: https://www.dublincity.ie
Roles of this organisation:
Buyer
Organisation signing the contract

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
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
Telephone: +30 2108094500
Roles of this organisation:
TED eSender

8.1 ORG-0004

Official name: Granicus
Registration number: 254726
Postal address: 7 Harp Lane, London EC3R 6DP, United Kingdom
Town: London
Country: United Kingdom

Contact point: Finlay Wallace
Email: finlay.wallace@granicus.com
Telephone: +44 7551156388
Internet address: https://granicus.uk/
Roles of this organisation:
Tenderer
Winner of these lots: LOT-0001

11 *Notice information*

11.1 *Notice information*

Notice identifier/version: 593d2bf0-22df-46d9-84d1-f967bb2a53c8 - 01
Form type: Result
Notice type: Contract or concession award notice – standard regime
Notice dispatch date: 17/10/2024 16:46 +01:00
Languages in which this notice is officially available: English

11.2 *Publication information*