

# **Ireland: IT services: consulting, software development, Internet and support CRM Dynamics (On premise) Support and Development Services for the Office of the Ombudsman**

Contract or concession award notice – standard regime

## **1 Buyer**

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### **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**

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### **2.1 Procedure**

*Title:* CRM Dynamics (On premise) Support and Development Services for the Office of the Ombudsman

*Description:* The Office of the Ombudsman invites tenders to this request for tenders from economic operators for the provision of the services which in summary, comprising of Support and Maintenance contract for on premise CRM Dynamics Environment and CRM Dynamics (on premise) development drawdown days

*Procedure identifier:* c3d9ecff-e222-4092-8f2c-854261511e44

*Previous notice:* 21aead08-7e2b-4212-b7e4-a2723d75e1db-01

*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):* 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):* 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:* 300 000 Euro

#### **2.1.4 General information**

*Legal basis:*

Directive 2014/24/EU

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

*Title:* CRM Dynamics (On premise) Support and Development Services for the Office of the Ombudsman

*Description:* The Office of the Ombudsman invites tenders to this request for tenders from economic operators for the provision of the services which in summary, comprising of Support and Maintenance contract for on premise CRM Dynamics Environment and CRM Dynamics (on premise) development drawdown days

*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

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

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

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

*Additional classification (cpv):* 72250000 System and support services

*Additional classification (cpv):* 72610000 Computer support services

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

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

*Country:* Ireland

*Additional information:*

#### **5.1.5 Value**

*Estimated value excluding VAT:* 300 000 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:* Cost

*Weight (percentage, exact):* 30

*Criterion:*

*Type:* Quality

*Name:*

*Description:* Quality of the overall proposal

*Weight (percentage, exact):* 40

*Criterion:*

*Type:* Quality

*Name:* Experience of Tenderer

*Description:* Experience of tenderer in support and development of CRM Dynamics (On premise) Environment in organizations of similar size

*Weight (percentage, exact):* 30

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

*Justification for not indicating the weighting of the award criteria:*

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

*Information about review deadlines:* In circumstances where the European Communities (Public Authorities' Contracts) (Review Procedures) Regulations 2010 (Statutory Instrument 130 of 2010), as amended by the European Communities (Public Authorities' Contracts) (Review Procedures) (Amendment) Regulations 2015 (Statutory Instrument 192 of 2015) and the European Communities (Public Authorities' Contracts) (Review Procedures) (Amendment) Regulation 2017 (Statutory Instrument 327 of 2017) apply, no contract can or will be executed or take effect until at least fourteen (14) calendar days after the day on which the Tenderers have been sent a notice informing them of the result of this Competition ("Standstill Period") if such notice is sent by electronic means.

#### **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

*Organisation signing the contract:* Office of the Ombudsman

*TED eSender:* European Dynamics S.A.

## **6 Results**

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*Value of all contracts awarded in this notice:* 300 000 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:* 000083699

*Identifier of lot or group of lots:* LOT-0001

*Value of the tender:* 83 300 Euro

*The tender was ranked:* yes

*Rank in the list of winners:* 1

*The tender is a variant:* no

*Subcontracting:* No

*Contract information:*

*Identifier of the contract:* 414738

*Date on which the winner was chosen:* 27/11/2024

*Date of the conclusion of the contract:* 20/12/2024

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

*Organisation signing the contract:* Office of the Ombudsman

#### **6.1.4 Statistical information**

*Received tenders or requests to participate:*

*Type of received submissions:* Tenders submitted electronically

*Number of tenders or requests to participate received:* 7

## **8 Organisations**

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### **8.1 ORG-0001**

*Official name:* Office of the Ombudsman

*Registration number:* ORG-001, VAT Number: 4000108F

*Postal address:* 6 Earlsfort Terrace

*Town:* Dublin

*Postcode:* D02W773

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

*Country:* Ireland

*Contact point:* The Office of the Ombudsman

*Email:* [info@ombudsman.ie](mailto:info@ombudsman.ie)

*Telephone:* 0035316395600

*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*

*Organisation signing the contract*

### **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 subdivision (NUTS):* Dublin (IE061)

*Country:* Ireland

*Contact point:* Michael Cronin

*Email:* [mcronin@openskydata.com](mailto:mcronin@openskydata.com)

*Telephone:* +35345855675

*Fax:* +353 1 5078038

*Internet address:* [www.openskydata.com](http://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 subdivision (NUTS):* Dublin (IE061)  
*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  
*Postcode:* 15125  
*Country subdivision (NUTS):* Βόρειος Τομέας Αθηνών (EL301)  
*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:* 674d212a-58af-4d6b-a115-5bd16b228291 - 01  
*Form type:* Result  
*Notice type:* Contract or concession award notice – standard regime  
*Notice dispatch date:* 23/12/2024 13:50 +00:00  
*Languages in which this notice is officially available:* English

#### **11.2 Publication information**