

Ireland: Software programming and consultancy services

Request for Tenders for Hosted - Cloud Case Management System

Contract or concession award notice – standard regime

1 Buyer

1.1 Buyer

Official name: Ombudsman for Children's Office

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Request for Tenders for Hosted - Cloud Case Management System

Description: The OCO is seeking tenders to provide a case management system (CMS) for use by the Complaints and Investigations team at the OCO. The successful tenderer shall: 1) Implement the CMS for OCO. 2) Host and maintain the solution for OCO following go-live. 3) Support the transition to the new CMS, including user training, data migration from legacy systems. 4) Provide ongoing support to OCO.

Procedure identifier: e016d287-718a-4db0-b5df-7d9569285763

Previous notice: 9459fab3-1e31-44aa-a7b1-f7f0d4964661-02

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): 72200000 Software programming and consultancy services

Additional classification (cpv): 48000000 Software package and information systems

Additional classification (cpv): 48810000 Information systems

Additional classification (cpv): 72260000 Software-related services

2.1.2 Place of performance

Country: Ireland

Anywhere in the given country

2.1.3 Value

Estimated value excluding VAT: 320 000 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Request for Tenders for Hosted - Cloud Case Management System

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Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

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

Additional classification (cpv): 48000000 Software package and information systems

Additional classification (cpv): 48810000 Information systems

Additional classification (cpv): 72260000 Software-related services

5.1.2 Place of performance

Country: Ireland

Anywhere in the given country

Additional information:

5.1.5 Value

Estimated value excluding VAT: 320 000 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: Refer to RFT

Category of award threshold criterion: Weight (percentage, exact)

Award criterion number: 75

Criterion:

Type: Cost

Name:

Description: Refer to RFT

Category of award threshold criterion: Weight (percentage, exact)

Award criterion number: 25

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: Refer to RFT

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 -

Information about review deadlines: Refer to RFT

Organisation providing offline access to the procurement documents: Ombudsman for Children's Office -

6 Results

Value of all contracts awarded in this notice: 201 001 Euro

6.1 Result lot Identifier: LOT-0001

At least one winner was chosen.

6.1.2 Information about winners

Winner:

Official name: Computer Application Services Ltd.

Tender:

Tender identifier: 000079236

Identifier of lot or group of lots: LOT-0001

Value of the tender: 201 001 Euro

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 417107

Date of the conclusion of the contract: 11/02/2025

6.1.4 Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 9

8 Organisations

8.1 ORG-0001

Official name: Ombudsman for Children's Office

Registration number: 0000

Postal address: Millennium House, 52-56 Great Strand Street

Town: Dublin

Postcode: D01F5P8

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: oco@oco.ie

Telephone: 018656800

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

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

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

8.1 ORG-0002

Official name: Computer Application Services Ltd.

Registration number: 634969788

Postal address: 3/2 Quantum Court, 19 Heriot-Watt Research Park South,

Town: Edinburgh

Postcode: EH14 4AP

Country subdivision (NUTS): Edinburgh, City of (UKM75)

Country: United Kingdom

Email: Lynne.Campbell@casltd.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

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

Telephone: +30 2108094500

Roles of this organisation:

TED eSender

11 Notice information

11.1 Notice information

Notice identifier/version: a8cb2969-9055-4a51-8170-673d2147b476 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice dispatch date: 13/03/2025 22:22 +00:00

Languages in which this notice is officially available: English

11.2 *Publication information*