

Ireland: Information systems or technology strategic review and planning services

Single Party Framework Agreement for the support and maintenance of the Building Control Management System (BCMS) for the National Building Control Office

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: Single Party Framework Agreement for the support and maintenance of the Building Control Management System (BCMS) for the National Building Control Office

Description: Single Party Framework Agreement for the Support and Maintenance of the Building Control Management System (BCMS) over a 4-year period. The Initial Contract is for the Support and Maintenance of the existing BCMS environment. The existing environment includes a Drupal front end, SugarCRM 13.0.2 back end, with online payments and integrations to a Register and Data Portal and must include full Contract Management and a managed Call Centre/ Helpdesk Please note that this project is subject to funding. For further information please refer to documentation available to download from www.etenders.gov.ie Resource ID 4873649 .

Procedure identifier: 1880851c-9a82-4d6a-95c8-4586daaa96cf

Previous notice: 036e3e3b-e666-4e5c-bbbd-8d4182c56768-01

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): 7222000 Information systems or technology strategic review and planning services

Additional classification (cpv): 72253200 Systems support services

Additional classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72253100 Helpdesk services

Additional classification (cpv): 72261000 Software support services

Additional classification (cpv): 72263000 Software implementation services

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Maximum value of the framework agreement: 4 500 000 Euro

2.1.4 General information

Legal basis:

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Single Party Framework Agreement for the support and maintenance of the Building Control Management System (BCMS) for the National Building Control Office

Description: Single Party Framework Agreement for the Support and Maintenance of the Building Control Management System (BCMS) over a 4-year period. The Initial Contract is for the Support and Maintenance of the existing BCMS environment. The existing environment includes a Drupal front end, SugarCRM 13.0.2 back end, with online payments and integrations to a Register and Data Portal and must include full Contract Management and a managed Call Centre/ Helpdesk Please note that this project is subject to funding. For further information please refer to documentation available to download from www.etenders.gov.ie Resource ID 4873649 .

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72222000 Information systems or technology strategic review and planning services

Additional classification (cpv): 72253200 Systems support services

Additional classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72253100 Helpdesk services

Additional classification (cpv): 72261000 Software support services

Additional classification (cpv): 72263000 Software implementation services

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.5 Value

Estimated value excluding VAT: 4 500 000 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

Green Procurement Criteria: No Green Public Procurement criteria

5.1.10 Award criteria

Criterion:

Type: Quality

Name:

Description: Support and Maintenance of BCMS (including BCMS Registration, Front End Drupal, Back End SugarCRM and Integrations) - 40%

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

Award criterion number: 40

Criterion:

Type: Quality

Name:

Description: BCMS Webpages - 10%

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

Award criterion number: 10

Criterion:

Type: Cost

Name:

Description: Contract Management and Call Centre - 20%

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

Award criterion number: 20

Criterion:

Type: Cost

Name:

Description: Ultimate Cost for the provision of Support and Maintenance of BCMS - 30%

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

Award criterion number: 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:

5.1.15 Techniques

Framework agreement:

Framework agreement, with reopening of competition

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: Dublin City Council -

Organisation providing more information on the review procedures: The High Court of Ireland -

Organisation signing the contract: Dublin City Council

6 Results

Maximum value of the framework agreements in this notice: 4 500 000 Euro

6.1 Result lot Identifier: LOT-0001

At least one winner was chosen.

Framework agreement:

Maximum value of the framework agreement: 4 500 000 Euro

6.1.2 Information about winners

Winner:

Official name: Provident C.R.M. Ltd

Tender:

Tender identifier: 000094857

Identifier of lot or group of lots: LOT-0001

Value of the tender: 4 500 000 Euro

Subcontracting: No

Contract information:

Identifier of the contract: 418466

Date on which the winner was chosen: 10/03/2025
Date of the conclusion of the contract: 01/04/2025
Organisation signing the contract: Dublin City Council

6.1.4 Statistical information

Received tenders or requests to participate:
Type of received submissions: Tenders
Number of tenders or requests to participate received: 1

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 subdivision (NUTS): Dublin (IE061)
Country: Ireland
Email: Mairead.Phelan@dublincity.ie
Telephone: 01 2222222
Internet address: <https://www.dublincity.ie>
Buyer profile: <https://www.dublincity.ie>
Roles of this organisation:
 Buyer
 Organisation providing offline access to the procurement documents
 Organisation signing the contract

8.1 ORG-0002

Official name: Provident C.R.M. Ltd
Registration number: 462574
Postal address: Unit 1, CHQ Building, IFSC
Town: Dublin
Postcode: D01Y6H7
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Email: gary@providentcrm.com
Telephone: 0878261031
Internet address: www.providentcrm.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
 Organisation providing more information on the review procedures

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: 940bccfa-50d2-49f3-b7f5-1958dfa18369 - 01
Form type: Result
Notice type: Contract or concession award notice – standard regime
Notice dispatch date: 16/04/2025 08:35 +01:00
Languages in which this notice is officially available: English

11.2 Publication information