

# IRELAND: CUSTOMER RELATION MANAGEMENT SOFTWARE DEVELOPMENT SERVICES CLOUD (SAAS) SURVEYING PLATFORM WITH TRAINING AND CUSTOMER SUPPORT - THE PROVISION OF A FULLY GDPR-COMPLIANT CLOUD (SAAS) SURVEYING PLATFORM FOR THE PUBLIC APPOINTMENTS SERVICE

Contract or concession award notice – standard regime

## 1 Buyer

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### 1.1 Buyer

*Official name:* Public Appointments Service\_554

*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:* Cloud (SaaS) Surveying Platform with Training and Customer Support - The provision of a fully GDPR-compliant cloud (SaaS) surveying platform for the Public Appointments Service

*Description:* The provision of a GDPR-compliant cloud (SaaS) surveying platform that allows for the creation of surveys with a range question formats, logic capabilities, analysis and reporting. The overall aim of this project is to put in place an online survey platform that will facilitate PAS to engage with our customers and stakeholders on an ongoing basis, through the provision of surveys at key touch points and the collation and analysis of this data. The project has the following objectives: 1. The ability to develop/issue surveys and collect feedback and key information from customers and other stakeholders on an ongoing basis. The surveys created and issued by PAS staff will cover a range of different purposes including: • Customer Engagement: to collect feedback from our clients, candidates, other stakeholders etc. on their experience with PAS. • Operational delivery: to extract and obtain key information efficiently e.g., liaising with candidates on location preferences, eliciting information/feedback from staff, engaging with board members on availability etc. • Research: to conduct research with relevant stakeholders as part of wider research projects and to inform future planning. 2. The capacity to monitor customer and stakeholder experience through the tracking of satisfaction and feedback on an ongoing basis. 3. The collation of a robust data source to allow for regular, accurate reporting on the experience of customers / other stakeholders and against key metrics.

*Procedure identifier:* a4924299-ba86-4259-8428-4ce0a3e94c22

*Type of procedure:* Open

*The procedure is accelerated:* No

#### 2.1.1 Purpose

*Nature of the contract:* Services

*Main classification (cpv):* 72212445 Customer Relation Management software development services

*Additional classification (cpv):* 79342320 Customer-care services

*Additional classification (cpv):* 79400000 Business and management consultancy and related services

*Additional classification (cpv):* 79410000 Business and management consultancy services

*Additional classification (cpv):* 79411100 Business development consultancy services

*Additional classification (cpv):* 72000000 IT services: consulting, software development, Internet and support

*Additional classification (cpv):* 72212517 IT software development services

*Additional classification (cpv):* 72221000 Business analysis consultancy services

*Additional classification (cpv):* 79311000 Survey services

*Additional classification (cpv):* 79311100 Survey design services

*Additional classification (cpv): 79311200 Survey conduction services*  
*Additional classification (cpv): 79311300 Survey analysis services*  
*Additional classification (cpv): 79320000 Public-opinion polling services*  
*Additional classification (cpv): 79342310 Customer survey services*

#### **2.1.4 General information**

*Legal basis:*

Directive 2014/24/EU

### **5 Lot**

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

*Title:* Cloud (SaaS) Surveying Platform with Training and Customer Support - The provision of a fully GDPR-compliant cloud (SaaS) surveying platform for the Public Appointments Service

*Description:* The provision of a GDPR-compliant cloud (SaaS) surveying platform that allows for the creation of surveys with a range question formats, logic capabilities, analysis and reporting. The overall aim of this project is to put in place an online survey platform that will facilitate PAS to engage with our customers and stakeholders on an ongoing basis, through the provision of surveys at key touch points and the collation and analysis of this data. The project has the following objectives: 1. The ability to develop/issue surveys and collect feedback and key information from customers and other stakeholders on an ongoing basis. The surveys created and issued by PAS staff will cover a range of different purposes including: • Customer Engagement: to collect feedback from our clients, candidates, other stakeholders etc. on their experience with PAS. • Operational delivery: to extract and obtain key information efficiently e.g., liaising with candidates on location preferences, eliciting information/feedback from staff, engaging with board members on availability etc. • Research: to conduct research with relevant stakeholders as part of wider research projects and to inform future planning. 2. The capacity to monitor customer and stakeholder experience through the tracking of satisfaction and feedback on an ongoing basis. 3. The collation of a robust data source to allow for regular, accurate reporting on the experience of customers / other stakeholders and against key metrics.

*Internal identifier:* 0

##### **5.1.1 Purpose**

*Nature of the contract:* Services

*Main classification (cpv): 72212445 Customer Relation Management software development services*

*Additional classification (cpv): 79342320 Customer-care services*

*Additional classification (cpv): 79400000 Business and management consultancy and related services*

*Additional classification (cpv): 79410000 Business and management consultancy services*

*Additional classification (cpv): 79411100 Business development consultancy services*

*Additional classification (cpv): 72000000 IT services: consulting, software development, Internet and support*

*Additional classification (cpv): 72212517 IT software development services*

*Additional classification (cpv): 72221000 Business analysis consultancy services*

*Additional classification (cpv): 79311000 Survey services*

*Additional classification (cpv): 79311100 Survey design services*

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*Additional classification (cpv): 79311300 Survey analysis services*

*Additional classification (cpv): 79320000 Public-opinion polling services*

*Additional classification (cpv): 79342310 Customer survey services*

##### **5.1.6 General information**

Procurement Project not financed with EU Funds.

*The procurement is covered by the Government Procurement Agreement (GPA)*

#### **5.1.10 Award criteria**

*Criterion:*

*Type:* Quality

#### **5.1.15 Techniques**

*Framework agreement:*

No framework agreement

*Information about the dynamic purchasing system*

No dynamic purchase system

*Electronic auction:*

#### **5.1.16 Further information, mediation and review**

*Review organisation:* The High Court of Ireland

*Organisation providing offline access to the procurement documents:* Public Appointments Service\_554

## **6 Results**

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

At least one winner was chosen.

#### **6.1.2 Information about winners**

*Winner:*

*Official name:* Qualtrics LLC

*Tender:*

*Tender identifier:* 000023313

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

*Contract information:*

*Identifier of the contract:* 395276

*Date on which the winner was chosen:* 2023-11-23Z

*Date of the conclusion of the contract:* 2023-11-24Z

*The contract is awarded within a framework agreement:* false

## **8 Organisations**

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### **8.1 ORG-0001**

*Official name:* Public Appointments Service\_554

*Registration number:* Public Appointments Service\_554

*Town:* Dublin

*Country:* Ireland

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

*Telephone:* +35318587458

*Information exchange endpoint (URL):* <https://www.publicjobs.ie>

*Buyer profile:* <https://www.publicjobs.ie>

*Roles of this organisation:*

*Buyer*

*Organisation providing offline access to the procurement documents*

### **8.1 ORG-0002**

*Official name:* Qualtrics LLC

*Registration number:* Qualtrics LLC  
*Postal address:* 333 W RIVER PARK DR  
*Town:* Provo, UT  
*Postcode:* 84604  
*Country:* United States  
*Email:* [emearfp@qualtrics.com](mailto:emearfp@qualtrics.com)  
*Telephone:* +35315844772  
*Information exchange endpoint (URL):* <https://www.qualtrics.com>  
*Roles of this organisation:*  
    *Tenderer*  
    *Winner of these lots:* LOT-0001  
    *The winner is listed on a regulated market*

#### **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:* 6cee743b-1936-4d6e-b264-2346e2fa298e - 01  
*Form type:* Result  
*Notice type:* Contract or concession award notice – standard regime  
*Notice dispatch date:* 2024-01-17Z 13:46:45Z  
*Languages in which this notice is officially available:* English

#### **11.2 Publication information**