

IRELAND: CUSTOMER RELATION MANAGEMENT SOFTWARE DEVELOPMENT SERVICES PROVISION OF AN ONLINE CONSULTATION PLATFORM APPLICATION

Contract or concession award notice – standard regime

1 Buyer

1.1 Buyer

Official name: Commission for Regulation of Utilities

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Provision of an Online Consultation Platform Application

Description: The Commission for Regulation of Utilities (CRU) is Ireland's independent energy and water regulator. The CRU has a wide range of economic, customer protection and safety responsibilities in energy and water. The CRU's mission is to protect the public interest in Water, Energy and Energy Safety. The work of the CRU impacts every Irish home and business, by ensuring safe, secure and sustainable energy and water supplies at a reasonable cost. CRU is seeking a provider of an online consultation platform with proven experience of customising and integrating that platform for clients, to provide consultation, licensing, setup, configuration, and integration of the platform. In consultations, we typically ask specific questions about our intended course of action. Consultations are open for a set period of time and move through a series of stages: upcoming, open, closed (awaiting decision) and closed (with decision). Occasionally, we may also use surveys to gather information. On submission of responses, CRU teams prepare reports summarising submissions to inform Commission decisions. The new consultation platform is expected to improve respondents' user experiences while also making it easier for CRU professionals to publish, assess, and report on consultation contributions. The CRU will look to providers who have proven in-house capacity to provide the technical expertise and support.

Procedure identifier: 0bcbc2a0-39e4-4463-9658-a87c5e0d6dcb

Previous notice: 75cc7312-5db9-4134-9902-4d87aa19ade9-01

Internal identifier: 011-03-527

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

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

Additional classification (cpv): 72266000 Software consultancy services

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

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

Additional classification (cpv): 72246000 Systems consultancy services

Additional classification (cpv): 72221000 Business analysis consultancy services

Additional classification (cpv): 72227000 Software integration consultancy services

Additional classification (cpv): 72224000 Project management consultancy services

Additional classification (cpv): 72220000 Systems and technical consultancy services

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

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

Additional classification (cpv): 79411100 Business development consultancy services

Additional classification (cpv): 73000000 Research and development services and related consultancy services

2.1.2 Place of performance

Postal address: The Grain House The Exchange Belgard Square North

Town: Tallaght

Postcode: D24 PXW0

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 140 000 EUR

Maximum value of the framework agreement: 0 EUR

2.1.4 General information

Legal basis:

Directive 2014/24/EU

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Provision of an Online Consultation Platform Application

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Internal identifier: 011-03-527

5.1.1 Purpose

Main nature of the contract: Services

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5.1.5 Value

Estimated value excluding VAT: 140 000 EUR

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: Cost

Description: In order to conduct the cost assessment, Tenderers are required to submit a fixed price for the initial contract period (36 months).

Criterion:

Type: Quality

Description: Quality of Approach to Service Delivery

Criterion:

Type: Quality

Description: Functionality Delivery

Description of the method to be used if weighting cannot be expressed by criteria: If the evaluation results in a tie break between two or more Tenders, then the Tender with the highest overall "qualitative" score under award criteria 1 to 2 shall be deemed the most economically advantageous Tender.

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: Commission for Regulation of Utilities

TED eSender: European Dynamics S.A.

6 Results

Value of all contracts awarded in this notice: 56 700 EUR

6.1 Result lot Identifier: LOT-0001

At least one winner was chosen.

6.1.2 Information about winners

Winner:

Official name: CiviQ

Tender:

Tender identifier: 000036064

Identifier of lot or group of lots: LOT-0001

Subcontracting value is known: no

Subcontracting percentage is known: no

Contract information:

Identifier of the contract: 400152

Date of the conclusion of the contract: 2024-02-08Z

The contract is awarded within a framework agreement: no

8 Organisations

8.1 ORG-0001

Official name: Commission for Regulation of Utilities

Registration number: Commission for Regulation of Utilities

Postal address: The Exchange, Belgard Sq North, Tallaght

Town: Dublin

Postcode: D24 PXW0

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Contact point: Katarina Holohan

Email: procurement@cru.ie

Telephone: +35314000800

Internet address: www.cru.ie

Buyer profile: www.cru.ie

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

8.1 ORG-0002

Official name: CiviQ

Registration number: CiviQ

Postal address: Business Barn, Kellystown Lane, Leixlip, Co. Kildare

Town: Leixlip

Postcode: W23 R20V

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: vanessa@civiq.eu

Telephone: 0861408681

Internet address: www.civiq.eu

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: 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

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: e6eb9854-2d0f-42a2-8443-307fd7df67bb - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice dispatch date: 2024-03-28Z 15:58:06Z

Languages in which this notice is officially available: English

11.2 Publication information