

Ireland-Dublin: Customer Relation Management software development services

OJ S 38/2023 22/02/2023

Contract award notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Department of Enterprise, Trade and Employment

National registration number: N/A

Postal address: 23 Kildare Street

Town: Dublin

NUTS code: IE Éire / Ireland

Postal code: Dublin 2

Country: Ireland

Contact person: Laura Barrett

E-mail: Laura.Barrett@enterprise.gov.ie

Telephone: +353 016312767

Internet address(es):Main address: <http://www.enterprise.gov.ie>Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1203>**I.4. Type of the contracting authority**

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

Microsoft Dynamics/Power Platform services for the Development of a Case Management System for Employment Permits

Reference number: 2022/S 160-456832

II.1.2. Main CPV code

72212445 Customer Relation Management software development services

II.1.3. Type of contract

Services

II.1.4. Short description

The current case management system in the Employment Permits section of the Department of Enterprise, Trade and Employment (DETE) is one of several ageing Lotus Notes based systems which are due for replacement over the coming twelve to eighteen months. The

Department is seeking to redevelop these systems using Cloud-based Microsoft Dynamics /Power Platform solutions. The vision for the systems to support this service is for an efficient and easy to use back-end system which supports the optimal processing of employment permits applications, with comprehensive reporting of key metrics to manage demands on the service. The contract on offer in this procurement competition is for the migration of the existing Employment Permits public facing and back-office systems functionality to Microsoft Dynamics 365/Power platform, with a focus on leveraging the capabilities of Dynamics/Power Platform to maximise process efficiencies.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 515 660,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 72212517 IT software development services, 72212920 Office automation software development services, 72262000 Software development services

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

II.2.4. Description of the procurement

The current case management system in the Employment Permits section of the Department of Enterprise, Trade and Employment (DETE) is one of several ageing Lotus Notes based systems which are due for replacement over the coming twelve to eighteen months. The Department is seeking to redevelop these systems using Cloud-based Microsoft Dynamics /Power Platform solutions. The vision for the systems to support this service is for an efficient and easy to use back-end system which supports the optimal processing of employment permits applications, with comprehensive reporting of key metrics to manage demands on the service. Applications for the service will be through a web-based front-end portal which:

- Allows applicants (employers or employees) to apply for an employment permit or renewal of a permit
- Is easy to use and helps an applicant through the process of applying for a permit
- Allows the applicant to upload supporting attachments
- Checks an application and attachments using a rules-based process, with meaningful error messages and rejection of incomplete or incorrect applications
- Allows for card payment and refund
- Allows the applicant to check the status of their application(s)
- Allows the upload of further documentation
- Is fully secure from both a cyber perspective and in protecting the data of applicants.

The contract on offer in this procurement competition is for the migration of the existing Employment Permits public facing and back-office systems functionality to Microsoft Dynamics 365/Power platform, with a focus on leveraging the capabilities of Dynamics/Power Platform to maximise process efficiencies.

II.2.5. Award criteria

Cost criterion - Name: MEAT / Weighting: 100

II.2.11.

Information about options

Options: no

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

II.2.14. Additional information

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2022/S 160-456832](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Contract No: 1

Title:

Microsoft Dynamics/Power Platform services for the Development of a Case Management System for Employment Permits

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

09/01/2023

V.2.2. Information about tenders

Number of tenders received: 8

Number of tenders received by electronic means: 8

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Open Sky Data Systems

National registration number: 380089

Postal address: Unit8, Osprey Business Centre

Town: Naas
NUTS code: IE Éire / Ireland
Postal code: Devoy Quarter, Kilda
Country: Ireland
E-mail: mcronin@openskydata.com
Telephone: +353 045855675
Internet address: <http://www.openskydata.com>
The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 800 000,00 EUR

Total value of the contract/lot: 515 660,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Pat McCourt
Postal address: 23 Kildare Street
Town: Dublin 2
Country: Ireland
E-mail: pat.mccourt@enterprise.gov.ie

VI.5. Date of dispatch of this notice

17/02/2023