

Ireland-Dublin: Customer Relation Management software development services
OJ S 79/2023 21/04/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Department of Agriculture, Food and the Marine

National registration number: N/A

Postal address: Agriculture House

Town: Dublin 2

NUTS code: IE Éire / Ireland

Postal code: Kildare Street

Country: Ireland

Contact person: Stephen Wray

E-mail: stephen.wray@agriculture.gov.ie

Telephone: +353 16072000

Internet address(es):

Main address: <http://www.agriculture.gov.ie>

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/307>

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 365 Customer Relationship Management system and Chatbot Microsoft

PVA, Omnichannel, Services Development, Upgrade and Support

Reference number: RFT 221126

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

An improved CRM will enhance service delivery to all external/internal customers and mitigate reputational risks to DAFM as follows:

- Enhanced integration of systems will reduce duplication of calls

- One system, one message – assurance of a cohesive message being relayed to customers.
- Improved customer access to data in relation to scheme applications, herd data etc
- Improved monitoring of customer queries especially at peak application/payment times.
- Improved inter connectivity to other compatible divisions across DAFM. Real time connectivity to other internal DAFM systems will allow for a more enhanced customer service.
- Improved reporting functionality in respect of customer queries.

The chatbot will be available 24/7 to allow farmers an always ready method of contacting DAFM. It is envisioned that the chatbot will answer questions on the DAFM's schemes and services, it will update the farmers details and report on the status of the farmers applications when requested.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 1 546 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

30211300 Computer platforms, 30211400 Computer configurations, 32571000 Communications infrastructure, 32573000 Communications control system, 48218000 License management software package, 48445000 Customer Relation Management software package, 48900000 Miscellaneous software package and computer systems, 72200000 Software programming and consultancy services, 72212218 License management software development services, 79342300 Customer services, 79512000 Call centre

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

II.2.4. Description of the procurement

The introduction of an improved CRM will enhance service delivery to all external and internal customers and will mitigate reputational risks to the Department. CRM will enhance customer service, in the following ways:

- Enhanced integration of systems will reduce the duplication of calls
- One system, one message – assurance of a cohesive message being relayed to customers.
- Improved customer access to data in relation to scheme applications, herd data etc
- Improved monitoring of customer queries especially at peak application/payment times.
- Improved inter connectivity to other compatible divisions across DAFM. Real time connectivity to other internal DAFM systems will allow for a more enhanced customer service.
- Improved reporting functionality in respect of customer queries.

The improved functionality of reporting in the CRM will allow DAFM to better identify customer trends which in turn can be used to improve customer service of business areas in the Dept.

If the project is not undertaken the Department risks failure in meeting its obligations set out in the Farmers Charter of Rights, customer dissatisfaction and a general reputational risk to the Department.

The Chatbot will allow the Farmers an extra avenue of interaction with the Department. The chatbot will be available 24/7 which will allow the farmers an always ready method of contacting the Department. It is envisioned that the chatbot will answer questions on the Departments' Schemes and services, it is also envisioned that the chatbot will update the farmers details when requested and report on the status of the farmers applications when requested.

II.2.5. Award criteria

Quality criterion - Name: The quality & technical merit of the solution proposed / Weighting: 500

Quality criterion - Name: Support & Training / Weighting: 100

Cost criterion - Name: Overall cost of the contract / Weighting: 400

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 164-465883](#)

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 365 Customer Relationship Management system and Chatbot Microsoft PVA, Omnichannel, Services Development, Upgrade and Support

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

02/03/2023

V.2.2. Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 5

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

V.2.3. Name and address of the contractor

Official name: Codec-dss Limited - T/A Codec

National registration number: IE4801297D

Postal address: Hyde House

Town: Dublin

NUTS code: IE Éire / Ireland

Postal code: Adelaide Road

Country: Ireland

E-mail: ltobin@codec.ie

Telephone: +353 0867749881

Fax: +353 857897822

Internet address: <http://www.codec.ie>

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 4 000 000,00 EUR

Total value of the contract/lot: 1 546 000,00 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: High Court of Ireland

Town: Dublin

Country: Ireland

VI.5. Date of dispatch of this notice

17/04/2023