

**Ireland-Dublin: Customer Relation Management software development services**

OJ S 160/2022 22/08/2022

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**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](mailto: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.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: [http://irl.eu-supply.com/app/rfq/rwlentrance\\_s.asp?PID=221126&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=221126&B=ETENDERS_SIMPLE)[PID=221126&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=221126&B=ETENDERS_SIMPLE)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: [http://irl.eu-supply.com/app/rfq/rwlentrance\\_s.asp?PID=221126&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=221126&B=ETENDERS_SIMPLE)

Tenders or requests to participate must be submitted to the abovementioned address

**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**

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**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

**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.1.5. Estimated total value**

Value excluding VAT: 800 000,00 EUR

**II.1.6. Information about lots**

This contract is divided into lots: no

**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**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6. Estimated value**

Value excluding VAT: 800 000,00 EUR

#### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

Up to three extensions of 12 months each

#### **II.2.10. Information about variants**

Variants will be accepted: no

#### **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 III: Legal, economic, financial and technical information**

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#### **III.1. Conditions for participation**

##### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

##### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

### **Section IV: Procedure**

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#### **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.2.2. Time limit for receipt of tenders or requests to participate**

Date: 30/09/2022 Local time: 16:00

**IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

**IV.2.4. Languages in which tenders or requests to participate may be submitted**

English

**IV.2.6. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

**IV.2.7. Conditions for opening of tenders**

Date: 30/09/2022 Local time: 16:00

**Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: no

**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](mailto:pat.mccourt@enterprise.gov.ie)

**VI.5. Date of dispatch of this notice**

17/08/2022