

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

OJ S 223/2021 17/11/2021

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: <https://enterprise.gov.ie/en/>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=201658&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=201658&B=ETENDERS_SIMPLE)[PID=201658&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=201658&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=201658&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=201658&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**

Economic and financial affairs

**Section II: Object**

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

Microsoft Dynamics services for the Development of a Case Management System for The Labour Court

**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 Labour Court's current case management system was developed in Lotus Notes and reporting is a mixture of Lotus Notes Views and Cognos/Tableau reports. The Department is seeking to redevelop these systems using Cloud-based Microsoft Dynamics solutions. Although the Labour Court has been computerised for many years, existing processes remain paper based. The Labour Court is implementing a "digitisation project" to move the hearing process into the digital age - this will be formalised within the new system. The contract on offer in this procurement competition is for the redevelopment of the Labour Court back-office system in a Microsoft Dynamics 365 environment, leveraging the capabilities of MS Dynamics to maximise process efficiencies. This contract also covers the development of stage 1 of an online portal which will allow customers of the Labour Court to make a direct referral, or to appeal a decision of the Workplace Relations Commission to the Court.

**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

Main site or place of performance: Dublin

**II.2.4. Description of the procurement**

The current case management system in the Labour Court is one of several ageing Lotus Notes based systems supported by the Department of Enterprise, Trade and Employment (DETE) 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 solutions.

The Labour Court's current case management system was developed in Lotus Notes and reporting is a mixture of Lotus Notes Views and Cognos/Tableau reports. Although the Labour Court has been computerised for many years, many of the existing processes remain paper based. As recommended in a recent Business Process Re-engineering Report, the Labour Court is implementing a "digitisation project" to move the hearing process into the digital age - this will be formalised within the new system.

The Department has already invested in the Microsoft Dynamics platform for case management purposes, with on-premises solutions to meet the needs of services in other areas. It wishes to build on this investment to meet the current case management needs, by using the Dynamics 365 platform to leverage the benefits inherent in the platform/software as a service model.

The contract on offer in this procurement competition is for the redevelopment of the Labour Court back-office case management system in a Microsoft Dynamics 365 environment, with a focus on leveraging the capabilities of MS Dynamics to maximise process efficiencies. This contract also covers the development of stage 1 of an online portal which will allow customers of the Labour Court to make a direct referral, or to appeal a decision of the Workplace Relations Commission to the Court.

**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 2 renewals 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**

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

**III.1. Conditions for participation**

**III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

As stated in the procurement documents.

**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

**III.2. Conditions related to the contract**

**III.2.2. Contract performance conditions**

As stated in the procurement documents

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

Date: 12/01/2022 Local time: 17:00

##### **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: 2 (from the date stated for receipt of tender)

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

Date: 12/01/2022 Local time: 17:00

Place:

Dublin

#### **Section VI: Complementary information**

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##### **VI.1. Information about recurrence**

This is a recurrent procurement: no

##### **VI.2. Information about electronic workflows**

Electronic payment will be used

##### **VI.3. Additional information**

##### **VI.4. Procedures for review**

###### **VI.4.1. Review body**

Official name: Pat McCourt

Town: Dublin

Country: Ireland

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

12/11/2021