

Ireland-Dublin: Customer Relation Management software development services
OJ S 213/2022 04/11/2022
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

Economic and financial affairs

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 The Labour Court

Reference number: 208808

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

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

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 470 000,00 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

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 / Power 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 / Power Platform 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

Quality criterion - Name: Quality Of Proposed Solution / Weighting: 140

Quality criterion - Name: Development Methodology / Weighting: 190

Quality criterion - Name: Proposed Timeframe for Delivery / Weighting: 45

Quality criterion - Name: Previous Projects / Weighting: 44

Quality criterion - Name: System Security Criteria / Weighting: 31

Quality criterion - Name: Support Methodology / Weighting: 100

Quality criterion - Name: Proposed SLA / Weighting: 50

Quality criterion - Name: Structure, Expertise and Balance of Proposed Team / Weighting: 50

Quality criterion - Name: Top 3 CVs min 3 years exp in Dynamics / Weighting: 50

Cost criterion - Name: Overall Cost / 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 045-116157](#)

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

The contracting authority will not award any further contracts based on the above 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 The Labour Court

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

20/07/2022

V.2.2. Information about tenders

Number of tenders received: 6

Number of tenders received by electronic means: 6

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

V.2.3. Name and address of the contractor

Official name: Storm Technology Ltd

National registration number: IE 8228144P
Postal address: Capel Building, Marys Abbey,
Town: Dublin 7
NUTS code: IE Éire / Ireland
Postal code: Dublin
Country: Ireland
E-mail: kflannery@storm.ie
Telephone: +353 15242310
Internet address: <http://https://www.storm.ie/>
The contractor is an SME: no

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

Total value of the contract/lot: 470 000,00 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: Pat McCourt

Town: Dublin

Country: Ireland

VI.5. Date of dispatch of this notice

01/11/2022