

**Norway-Oslo: Software package and information systems**

OJ S 10/2015 15/01/2015

Contract notice

Supplies

Directive 2004/18/EC

**Section I: Contracting authority**

---

**I.1. Name and addresses**

Official name: Direktoratet for Nødkommunikasjon

Postal address: Nydalen Allé 37

Town: Oslo

Postal code: 0484

Country: Norway

For the attention of: Magdalena Szubarga

E-mail: [magdalena.szubarga@dinkom.no](mailto:magdalena.szubarga@dinkom.no)**Internet address(es):**Electronic access to information: <http://permalink.mercell.com/48561170.aspx>Electronic submission of tenders and requests to participate: <http://permalink.mercell.com/48561170.aspx>**Additional information can be obtained from:**

the abovementioned address

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:**

the abovementioned address

**Tenders or requests to participate must be submitted:** the abovementioned address**I.2. Type of the contracting authority**

National or federal agency/office

**I.3. Main activity**

Public order and safety

**I.4. Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: no

**Section II: Object of the contract**

---

**II.1. Description****II.1.1. Title attributed to the contract by the contracting authority**

Procurement of ITIL process support system — NDA (Professional secrecy agreement).

**II.1.2. Type of contract and place of performance or delivery**

Supplies

Purchase

Main site or place of performance: DNK (the Directorate for Emergency Communication), Nydalen Allé 37, 0484 Oslo, Norway.

NUTS code NO011 Oslo

**II.1.3. Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

#### **II.1.4. Information about framework agreement**

Framework agreement with a single operator

##### **Duration of the framework agreement**

Duration in years: 4

##### **Estimated total value of purchases for the entire duration of the framework agreement**

Estimated value excluding VAT: 6 000 000 NOK

#### **II.1.5. Short description of the contract or purchase(s)**

— The Directorate for Emergency Communication is responsible for the development of a nationwide joint digital radio communication system (the Norwegian Public Safety Network), and shall administer and possess the Norwegian Public Safety Network when it is completed. Motorola Solutions Norge AS (MSI) is the total supplier ('turnkey' supplier) and responsible for delivering a nationwide network (core network, radio network, transmission) as well as equipment for the operation centres and long term operation and maintenance. The Norwegian Public Safety Network is based on Motorola's TETRA technology, whilst the equipment for the control rooms is provided by their sub supplier Frequentis (FRQ).

DNK will need to ensure better interaction and traceability in the administration of the Directorate's system portfolio. An ITIL process system shall be procured, which shall provide DNK support in the following operation processes:

- Incident Management (we have named this Error management in the process description),
  - Problem Management,
  - Change and Release Management,
  - Configuration Management (CMDB),
  - Service Level Management,
- and can be expanded to support
- Asset Management,
  - A product catalogue,
  - Contract management.

The system must also be easily integrated with Motorola's ITIL support system for the incident process, with option for expanding the integration to cover other process in the long term. The process system which shall be procured, is important for the Directorate's strategic focus on IT Service Management and ITIL. As a starting point, the Directorate shall procure a standard product with some adaptation, development and implementation of the system. Further details of the procurement are specified in the tender documents (RFP) and its annexes.

In order to get access to the RFP document and its annexes, interested tenderers must first sign a client confidentiality and objectivity contract with DNK.

By signing the client confidentiality and objectivity contract with DNK, the company will, amongst other things:

- (i) guarantee that the company is in no way in competition with DNK, MSI or FRQ and
- (ii) bind itself to keeping confidential information obtained in the competition and from the RFP documents and annexes strictly confidential.

When the client confidentiality and objectivity contract has been signed by both parties, the RFP documents and its annexes will be made available for the potential tenderer.

The Contracting Authority uses Mercell Sourcing Service. To express your interest and gain access to any documents, please click on the link below or copy and paste the link into your browser. [<http://permalink.mercell.com/48561170.aspx>] Then follow the instructions on the website.

**II.1.6. CPV code(s)**

48000000 Software package and information systems

**II.1.7. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

**II.1.8. Lots**

This contract is divided into lots: no

**II.1.9. Information about variants**

Variants will be accepted: no

**II.2. Scope of the procurement****II.2.1. Total quantity or scope****II.2.2. Information about options**

Options: yes

**II.2.3. Information about renewals**

This contract is subject to renewal: no

**II.3. Duration of the contract or time limit for completion**

Start 14.4.2014. Completion 30.3.2018

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

---

**III.1. Conditions related to the contract****III.1.1. Deposits and guarantees required****III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them****III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded****III.1.4. Contract performance conditions**

The performance of the contract is subject to particular conditions: no

**III.2. Conditions for participation****III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers****III.2.2. Economic and financial ability****III.2.3. Technical and professional ability****III.2.4. Information about reserved contracts****III.3. Conditions specific to services contracts****III.3.1. Information about a particular profession****III.3.2. Information about staff responsible for the performance of the contract**

## Section IV: Procedure

---

### IV.1. Type of procedure

#### IV.1.1. Type of procedure

Open

#### IV.1.2. Information about the limits on the number of candidates to be invited

#### IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

### IV.2. Award criteria

#### IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

#### IV.2.2. Information about electronic auction

An electronic auction will be used: no

### IV.3. Administrative information

#### IV.3.1. File reference number attributed by the contracting authority

15/12

#### IV.3.2. Previous publication concerning this procedure

no

#### IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Time limit for receipt of requests for documents or for accessing documents: 23.2.2015 - 12:00  
Payable documents: no

#### IV.3.4. Time limit for receipt of tenders or requests to participate

23.2.2015 - 12:00

#### IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

#### IV.3.6. Languages in which tenders or requests to participate may be submitted

Other: Norwegian.

#### IV.3.7. Minimum time frame during which the tenderer must maintain the tender

until: 8.5.2015

#### IV.3.8. Conditions for opening of tenders

Date: 24.2.2015 - 12:00

Place:

Oslo, Norway.

Persons authorised to be present at the opening of tenders: no

## Section VI: Complementary information

---

### VI.1. Information about recurrence

This is a recurrent procurement: no

**VI.2. Information about European Union funds**

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

**VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: Direktoratet for Nødkommunikasjon

Postal address: Nydalen Alle 37

Town: Oslo

Postal code: 0484

Country: Norway

**VI.4.2. Review procedure**

**VI.4.3. Service from which information about the review procedure may be obtained**

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

13.1.2015