

Norway-Oslo: Software package and information systems

OJ S 28/2016 10/02/2016

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Oslo kommune c/o Utviklings- og kompetanseetaten [Oslo municipality, c/o the Agency for Improvement and Development]

National registration number: 971 183 675

Postal address: PB 6538 Etterstad

Town: Oslo

Postal code: 0606

Country: Norway

For the attention of: Tale Rønne

E-mail: tale.ronne@uke.oslo.kommune.no

Telephone: +47 02180

Internet address(es):

Address of the buyer profile: <https://kgv.doffin.no/ctm/Supplier/CompanyInformation/Index/3758>

Electronic access to information: <https://kgv.doffin.no/ctm/Supplier/Documents/Folder/139919>

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

Regional or local authority

I.3. Main activity

General public services

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**

New Service Management Tool as a service.

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

Services

Service category No 7: Computer and related services

Main site or place of performance: Oslo.

NUTS code NO011 Oslo

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

The notice involves a public contract

II.1.4. Information about framework agreement

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

The aim of the procurement is to give Oslo municipality a modern SMT that shall replace the current system, which is Remedy 7.6.04. The current system is expensive to administer and experience says it is not very user friendly. The service that shall be procured shall therefore have an operational and management model that is cost-efficient and it is facilitate future needs connected to Service Management in the Agency for Improvement and Development (UKE) and Oslo municipality. The service shall include operation (include operational environment) and maintenance of the tool in accordance with the given SLA requirements. The system that UKE procures shall be user friendly. Changes and configuration shall be flexible and UKE shall be able to configure the tool. It shall be possible to have self-service, knowledge sharing and uniform customer orientated Service Management.

The SMT shall support work processes and give an efficient tool for following-up error messages, reporting and SLA follow-up with suppliers and customers.

The service shall also:

- Use Single Sign On (SSO) with support for authentication with Active Directory or another LDAP based method;
- Support integrations with joint components in Oslo municipality;
- Provide tool support to administer suppliers and the services they provide via a contract follow-up tool.

II.1.6. CPV code(s)

48000000 Software package and information systems, 72000000 IT services: consulting, software development, Internet and support

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

Approx. 200-300 case workers and 300 users are expected to be potential users at the start via a portal. The number can be considerably increased during the contract's lifetime.

II.2.2. Information about options

Options: yes

Description of options: The procurement includes options for other entities in Oslo municipality to use the SMT for both ICT enquiries and other disciplines.

II.2.3. Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 4

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: 60 (from the award of the contract)

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

Duration in months: 48 (from the award of the contract)

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

List and brief description of conditions: Requirement:

The tenderer's tax and VAT payments shall be in order.

Documentation requirement:

— Tax and VAT certificate, not older than 6 months. The certificate can be ordered and downloaded from Altinn. If this is not possible, it can be ordered from the tax collector or the Norwegian Tax Administration.

Foreign tenderers must provide certificates from equivalent authorities to the Norwegian authorities.

Requirement:

Tenderers shall be a legally established company.

Documentation requirement:

— Norwegian companies: Company Registration Certificate;

— Foreign companies: Proof that the company is registered in a trade index or business register as prescribed by the law of the country where the tenderer is established.

III.2.2. Economic and financial ability

List and brief description of conditions: Requirement:

The tenderer must have sufficient financial capacity to carry out the assignment/contract.

Documentation requirement:

— The company's last 3 Annual Financial Statements including notes, management's Annual Reports and Audit Reports, as well as new information of relevance to the company's fiscal figures.

— The contracting authority reserves the right to obtain a credit appraisal of the tenderer and use this in its evaluation of this criteria as a supplement to the requested documentation.

III.2.3. Technical and professional ability

List and brief description of conditions:

Requirement:

Tenderers shall have experience with equivalent deliveries of Service Management services to other public or private customers.

Documentation requirement:

— A description of the tenderer's 3 to 5 most relevant deliveries in the last 2 years, including information on the assignment's nature and content, value, date and the name of the customer.

Requirement:

Tenderers shall have the necessary capacity and competence to fulfil the contract

Documentation requirement:

— A competence matrix including the number of resources in each competence area. CVs shall not be submitted as documentation in the qualification.

Requirement:

Tenderers shall have a documented and functional quality assurance system.

Documentation requirement:

— A short description of the tenderer's quality assurance system. Maximum 3 (three) A4 pages.

— In particular a description shall be provided of how the tenderer keeps a regular risk assessment and proper control of and complies with the information security requirements, personal protection and handling confidential information in their entire supplier chain.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Negotiated

Some candidates have already been selected (if appropriate under certain types of negotiated procedures) no

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

Envisaged minimum number 3: and Maximum number 8

Objective criteria for choosing the limited number of candidates: — A description of the tenderer's 3 to 5 most relevant deliveries in the last 2 years, including information on the assignment's nature and content, value, date and the name of the customer.

— A competence matrix including the number of resources in each competence area.

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

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated yes

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

201500860

IV.3.2. Previous publication concerning this procedure

Prior information notice

Notice number in the OJ S: [2016/S 014-020988](#) of 21.1.2016

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

Payable documents: no

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

10.3.2016 - 12:00

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

4.4.2016

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

IV.3.8. Conditions for opening of tenders

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

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

9.2.2016