

Norway-Oslo: Computer-related services
OJ S 25/2018 06/02/2018
Contract award notice – utilities
Services

Legal Basis:

Directive 2014/25/EU

Section I: Contracting entity

I.1. Name and addresses

Official name: Oslo kommune, Vann- og avløpsetaten

National registration number: 971 185 589

Postal address: Herslebs gate 5

Town: Oslo

NUTS code: NO011 Oslo

Postal code: 0506

Country: Norway

Contact person: Anders Tynning Nystrand

E-mail: postmottak@vav.oslo.kommune.no

Telephone: +47 95211175

Internet address(es):

Main address: <http://vann-og-avlopsetaten.oslo.kommune.no/>

Address of the buyer profile: <https://kgv.doffin.no/ctm/Company/CompanyInformation/Index/3225>

I.6. Main activity

Water

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Procurement 15/2017 Notification system for operational episodes

Reference number: 15/2017

II.1.2. Main CPV code

72500000 Computer-related services

II.1.3. Type of contract

Services

II.1.4. Short description

See point II.2.4) of the notice, description of the procurement.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 5 000 000,00 NOK

II.2. Description

II.2.3. Place of performance

NUTS code: NO011 Oslo

II.2.4. Description of the procurement

The water and sewage department is obliged to warn affected customers of stoppages to the water supply in accordance with the sanitation rules in the subscription terms and on deviations in the water quality in accordance with the drinking water regulations. Stoppages or deviations to the water supply are often planned due to operational and maintenance work, but it can also be the result of acute episodes.

The Norwegian food safety authority gave VAV an order in 2015 to follow-up and notify vulnerable customers in an appropriate way in good time before planned work that will incur stoppages or other deviations to the water supply is carried out. In order to manage this we need a good overview of the vulnerable entities on a map and an easy way to inform them quickly.

Notifications to affected customers is an important part of our daily work of giving good information on changes that will affect their lives. In some cases the information can be of a critical nature and this puts even greater pressure on the notification being both precise and quick.

VAV has used a notification system for operational episodes for 10 years that notifies via SMS, speech messages and email and this has proven to be quick, efficient and resource saving. The system must be able to handle our challenges of finding connections to the main pipeline network and the need for an overview of ongoing work and episodes for our customer advisors. The water and sewage department is therefore looking for an online notification system for operational episodes that is easy to operate. The system must be stable as there can be critical information that shall be given, it must be available 24/7/365 as acute situations can occur at any time and it must be reliable in the form of integrity and confidentiality must be kept and information cannot be misused. It must be flexible in order to be able to adapt to society's quick changes in a flexible way, in accordance with our and the customers' needs. It must be online so that the users of the system can send out notifications independent of where they are and whether they have access to the water and sewage base (e.g. duty manager/general duty officer).

How we communicate with customers can change over time and it is therefore important that we have an option to develop the system further in accordance with our and our customers' needs.

However, it is the current situation that forms the basis for our opinion that it is most appropriate to notify via SMS, speech messages and email and is why we are procuring such a system.

A system that can send out notifications to thousands of people over a large area over the course of one or 2 minutes is of the greatest importance and this can be decisive for life and health. It is information that is critical for society that shall be sent out and it must be delivered in a quick and secure way.

II.2.5. Award criteria

Quality criterion - Name: Assignment comprehension / Weighting: 70

Cost criterion - Name: Costs / Weighting: 30

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

The contract's estimated value at the time of this notice is a total (over ten years) of approx.
NOK 5 000 000.

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Negotiated procedure with prior call for competition

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: [2017/S 062-117522](#)

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 periodic indicative notice

Section V: Award of contract

Contract No: 1

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

02/01/2018

V.2.2. Information about tenders

Number of tenders received: 2

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

V.2.3. Name and address of the contractor

Official name: Fram Web AS

National registration number: 985 284 350

Postal address: Leirfossvegen 27

Town: Trondheim

NUTS code: NO Norge

Postal code: 7038

Country: Norway

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 5 000 000,00 NOK

Total value of the contract/lot: 5 000 000,00 NOK

V.2.5. Information about subcontracting**V.2.6. Price paid for bargain purchases****Section VI: Complementary information**

VI.3. Additional information**VI.4. Procedures for review****VI.4.1. Review body**

Official name: Oslo kommune Vann- og avløpsetaten

Postal address: Postboks 4704 Sofienberg

Town: Oslo

Postal code: 0506

Country: Norway

E-mail: postmottak@vav.oslo.kommune.no

VI.5. Date of dispatch of this notice

03/02/2018