

Norway-Oslo: Software package and information systems

OJ S 39/2016 25/02/2016

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Oslo kommune Boligbygg Oslo KF [Oslo municipality, the Municipal Undertaking for Social Housing]

National registration number: 974780747

Postal address: Postboks 1192, Sentrum

Town: Oslo

Postal code: 0107

Country: Norway

For the attention of: Ruben Ramsland

E-mail: ruben.ramsland@bby.oslo.kommune.no

Telephone: +47 23460577

Internet address(es):

General address of the contracting authority: <http://www.boligbygg.no>

Address of the buyer profile: <https://kgv.doffin.no/ctm/Supplier/CompanyInformation/Index/3524>

Electronic access to information: <https://kgv.doffin.no/ctm/Supplier/Documents/Folder/140961>

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 agency/office

I.3. Main activity

Housing and community amenities

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**

Quality management system.

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.

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 Municipal Undertaking for Social Housing has decided to establish a quality programme in order to achieve continual improvements in its own performances, increase the quality of deliveries and services and to ensure good risk management, and would, thus, like to procure an electronic quality management system.

The Municipal Undertaking for Social Housing would like to establish a management system that consists of politicians and strategies, work processes, work instructions and requirements that support employees in fulfilling their tasks and activities. The electronic management system shall include performance management, document control, HSE and QA. General risk management, handling deviations and continual quality improvements shall also be a part of our management system.

The Municipal Undertaking for Social Housing would like to procure an electronic quality management system, with the accompanying support and maintenance contract, as well as consultancy services for implementation and further development/adaptations. The system will be a tool for all the employees in the Municipal Undertaking for Social Housing.

The quality management system shall help the management make decisions by having processes for performance management, development and control in one general management system. The system shall function as a tool in order to comply with the rules, cover the description of external and internal requirements and contribute to the development of competence and continual quality improvements. The system's procedures and work descriptions within core and support processes shall guide all employees through the entity's assignments in a uniform way based on our experiences and in accordance with the 'best practice'.

The software system for the management system shall include the following:

- Process management — Risk management (option);
- Deviations and improvements — Competence management (option).

The Municipal Undertaking for Social Housing is free to choose parts of the system through options.

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

The Municipal Undertaking for Social Housing was established in 204 and it is a company in

Oslo municipality that owns, manages, operates and rents out municipal housing in all of the 15 town districts. The Municipal Undertaking for Social Housing carries out commercial property management and is, at the same time, a social means for obtaining persons with few resources a place to live.

The Municipal Undertaking for Social Housing manages normal municipal housing, sheltered accommodation,

housing for mentally disabled persons, disabled persons, persons addicted to drugs and alcohol

and it is responsible for the priest and 'Ungbo' (young persons) housing. At the end of 2015, the company had more than 10 700 residences and there were more than 25 000 persons living in them.

The Municipal Undertaking for Social Housing has approx. 130 employees and is located in the centre of Oslo,

Wergelandsveien 1. The entity has also hired in personnel, who

currently make up approx. 25 resources. The Municipal Undertaking for Social Housing consists of a Property and

Development Department, a Management Department and a

Finance and Administration Department. The company's organisation chart is shown in the quality management system and it will be a tool for all the departments and

sections, but the use of different modules in the management system will vary based on areas of responsibility and work tasks that each user has.

The software system for the management system shall include the following:

- Process management;
- Deviations and improvements.

II.2.2. Information about options

Options: yes

Description of options: The Municipal Undertaking for Social Housing is free to choose parts of the system through options, including:

- Risk management (option);
- Competence management (option).

II.2.3. Information about renewals

This contract is subject to renewal: no

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

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: — The tenderer shall be a legally established company.

— 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: — The tenderer must have the financial capacity to fulfil the contract.*

* A score will not be given for financial capacity, but tenderers must have sufficient financial capacity to be qualified.

— Credit evaluation/rating, not older than 6 months, based on the last known accounting figures.

The Municipal Undertaking for Social Housing reserves the right to obtain further credit ratings or other financial information (Annual Financial Statements including notes, the board's annual reports and the auditor's reports, as well as recent information of relevance for the company's fiscal figures).

III.2.3. Technical and professional ability

List and brief description of conditions:

Good experience from similar assignments/deliveries including:

— Public contracting authorities/public management;

— Equivalent complexity, portfolio and number of users;

Overview of the tenderer's most important, relevant contracts in the last 3 years, including information on:

— The name of the customer;

— The contract value and scope;

— The date of the contract;

— Brief description of the assignment.

Sufficient capacity and suitable manpower to implement the contract.

A description shall be given of the service provider's technical personnel or technical entities the supplier has at their disposal to fulfil the contract. (Note that individual CVs are not wanted here)

The tenderer shall have satisfactory procedures for quality assurance.

A description of the tenderer's quality assurance methods (maximum 5 pages). If the tenderer is certified in accordance with ISO 9001 or equivalent standards, it will be sufficient to present a copy of a valid certificate.

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 4: and Maximum number 6

Objective criteria for choosing the limited number of candidates: There are requirements regarding the tenderer's technical and professional qualifications.

Good experience from similar assignments/deliveries including:

- Public contracting authorities/public management;
- Equivalent complexity, portfolio and number of users.

Sufficient capacity and suitable manpower to implement the contract.

A description shall be given of the service provider's technical personnel or technical entities the supplier has at their disposal to fulfil the contract. (Note that individual CVs are not wanted here).

The tenderer shall have satisfactory procedures for quality assurance.

A description of the tenderer's quality assurance methods (maximum 5 pages). If the tenderer is certified in accordance with ISO 9001 or equivalent standards, it will be sufficient to present a copy of a valid certificate.

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

201600451

IV.3.2. Previous publication concerning this procedure

no

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

29.3.2016 - 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

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

23.2.2016