

Norway-Oslo: Web server software development services

OJ S 33/2022 16/02/2022

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Fjellinjen AS

National registration number: 941856543

Postal address: Schweigaardsgt.16

Town: Oslo

NUTS code: NO Norge

Postal code: 0191

Country: Norway

Contact person: Terje Lunde Kværhellen

E-mail: terje.kvaerhellen@fjellinjen.no

Telephone: +47 97020067

Internet address(es):Main address: <https://permalink.mercell.com/170441619.aspx>Address of the buyer profile: <http://www.fjellinjen.no/>**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://permalink.mercell.com/170441619.aspx>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://permalink.mercell.com/170441619.aspx>

I.4. Type of the contracting authority

Regional or local agency/office

I.5. Main activity

Other activity: Road toll company

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

2022-02 Procurement of a self-service system for Fjellinjen AS.

Reference number: 2022-02 Anskaffelse av selvbetjentløsning for Fjellinjen AS

II.1.2. Main CPV code

72212222 Web server software development services

II.1.3. Type of contract

Services

II.1.4. Short description

Fjellinjen intends to procure a self-service system for our full-price users. The procurement includes the development of the system, and then its operation and maintenance.

II.1.5. Estimated total value

Value excluding VAT: 3 200 000,00 NOK

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

48333000 Contact management software package, 72230000 Custom software development services, 72413000 World wide web (www) site design services, 72415000 World wide web (www) site operation host services

II.2.3. Place of performance

NUTS code: NO081 Oslo

Main site or place of performance: Oslo, Norway

II.2.4. Description of the procurement

Fjellinjen intends to procure a self-service system for our full-price users. The procurement includes the development of the system, and then its operation and maintenance.

Full-price users contact with Fjellinjen by telephone or electronic contact with Fjellinjens contact centre makes up approx. 80,000 enquiries a year. Approx. 50% of these enquiries are questions around invoice history with a request for a copy of the last invoice.

In order to simplify the system for these primary needs, remove full price users from the customer centre's opening hours, and reduce the pressure on customer service, we would like to develop a separate 'my page' self-service system for full-price users.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 3 200 000,00 NOK

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

The procurement includes the development of the system, and then its operation and maintenance. The operation and maintenance contract will be valid for 3 (three) years from the start-up date for ordinary operation. Then the contract will turn into a continuing contract where the contracting authority can give notice on the contract fully or partially with 12 months written notification and the tenderer with 24 months written notification.

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged minimum number: 3 Maximum number: 5 Objective criteria for choosing the limited number of candidates:

See the 'invitation to the prequalification'.

II.2.10.

Information about variants

Variants will be accepted: no

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**

Competitive dialogue

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.2.2. Time limit for receipt of tenders or requests to participate**

Date: 21/03/2022 Local time: 12:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**IV.2.4. Languages in which tenders or requests to participate may be submitted**

Norwegian

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

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

Official name: Oslo tingrett

Postal address: C.J. Hambros plass 4

Town: Oslo

Postal code: 0164

Country: Norway

VI.5. Date of dispatch of this notice

11/02/2022