

Norway-Oslo: IT services: consulting, software development, Internet and support

OJ S 61/2015 27/03/2015

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Arbeids- og velferdsdirektoratet, Økonomiavdelingen, Anskaffelsesseksjonen

National registration number: 889640782

Postal address: Postboks 5, St Olavs plass

Town: Oslo

Postal code: 0130

Country: Norway

For the attention of: Beate Oliver

E-mail: beate.oliver@nav.no

Telephone: +47 21071000

Fax: +47 21071010

Internet address(es):Address of the buyer profile: <https://kgv.doffin.no/ctm/Supplier/CompanyInformation/Index/1002>Electronic access to information: <https://kgv.doffin.no/ctm/Supplier/Documents/Folder/129654>**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**

Ministry or any other national or federal authority, including their regional or local subdivisions

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**

Procurement of parallel framework agreements for consultancy services for NAV.

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

Services

Service category No 11: Management consulting services [6] and related services

Main site or place of performance: Oslo, Norway.

NUTS code NO Norge

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 several operators

Maximum number Envisaged maximum number of participants to the framework agreement
: 90

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:

Range: between 1 162 400 000 and 1 473 600 000 NOK

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

The aim of the procurement is to establish parallel framework agreements that can be used to obtain necessary external competence for NAV.

The contracts shall cover the need for competence that the contracting authority does not have access to in its own department on a given day, or where there is an independent need for external task solving. The contracts can also be used if extra capacity is needed.

II.1.6. CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 79600000 Recruitment services, 79710000 Security services, 79411100 Business development consultancy services, 79400000 Business and management consultancy and related services, 79411000 General management consultancy services, 79414000 Human resources management consultancy services, 79420000 Management-related services, 79633000 Staff development services, 75112100 Administrative development project services, 73220000 Development consultancy services, 79412000 Financial management consultancy services, 72224000 Project management consultancy services, 79418000 Procurement consultancy services, 72600000 Computer support and consultancy services, 72130000 Computer-site planning consultancy services, 72220000 Systems and technical consultancy services, 72230000 Custom software development services, 72267100 Maintenance of information technology software, 72222000 Information systems or technology strategic review and planning services, 48000000 Software package and information systems, 50324100 System maintenance services, 72212400 Business transaction and personal business software development services, 72212442 Financial systems software development services, 79415200 Design consultancy services, 64000000 Postal and telecommunications services, 79000000 Business services: law, marketing, consulting, recruitment, printing and security, 72510000 Computer-related management services

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: yes

Tenders may be submitted for one or more lots

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

Estimated value excluding VAT:

Range: between 1 162 400 000 and 1 473 600 000 NOK

II.2.2. Information about options

Options: yes

Description of options: The contract period is 2 years from contract signing. The contracting authority (the customer) has the option to extend the contract for an additional up to 1+ up to 1 year.

Provisional timetable for recourse to these options:
in months: 24 (from the award of the contract)

II.2.3. Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 2

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

Information about lots

Lot No: 1

Lot title: Recruitment assistance

1) Short description

Examples are:

Full recruitment process of key personnel and of managers from office manager level and higher levels.

Parts of the recruitment process of key personnel and of managers from office manager level and higher levels, such as

- needs analyse;
- announcement;
- search, interview, testing and recommendations.

Consultancy services for the recruitment process

Assistance with process improvements and quality assurance for recruitment.

2) CPV code(s)

79600000 Recruitment services, 79000000 Business services: law, marketing, consulting, recruitment, printing and security

3) Quantity or scope

Estimated value excluding VAT:

Range: between 6 400 000 and 8 000 000 NOK

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 2

Lot title: Security advice (physical security/personal security)

1) Short description

Examples are:

Advice on methods and systems for physically securing personnel from threats and violence.

Advice on the prevention, handling and follow-up of violence and threats of violence.

Advice on the design of buildings and furnishings that fulfil NAV's requirements for its employees' safety.

2)

CPV code(s)

79710000 Security services, 79000000 Business services: law, marketing, consulting, recruitment, printing and security

3) Quantity or scope

Estimated value excluding VAT:

Range: between 8 000 000 and 9 600 000 NOK

4) Indication about different time frame or duration**5) Additional information about lots**

Lot No: 3

Lot title: Organisational Development

1) Short description

Examples are:

Advice, project management and project support connected to:

- strategy development;
- restructuring and change processes;
- entity development and continual improvement in implementation and change methods;
- organisation culture;
- analysis/review and evaluation of the organisation, including consequences and gains work;
- improving efficiency and service development;
- organisation design, work processes, roles and responsibility;
- advice, methods and tools within strategic competence work — development, management and mapping.

Strategic competence management, including the use of and interaction between procurement, development, restructuring and discontinuing measures.

Development and adaptation of competence measures with the main emphasis on e-learning /digital learning (action support and competence sharing).

Organisation and personnel analyses, including obtaining and comparing data, analyses and decision bases.

Consultancy for facility management.

Evaluations.

2) CPV code(s)

79411100 Business development consultancy services, 79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT:

Range: between 56 000 000 and 68 000 000 NOK

4) Indication about different time frame or duration**5) Additional information about lots**

Lot No: 4

Lot title: Management support/development

1) Short description

Examples are:

- Coaching;
- Mentor support;

- Change management;
- Development of management groups and teams;
- Measuring/following-up managers, including systems, tools and methods (360 manager evaluations).
- Development of manager programmes, talent programmes and mentor programmes.

2) CPV code(s)

79420000 Management-related services, 79400000 Business and management consultancy and related services, 79633000 Staff development services

3) Quantity or scope

Estimated value excluding VAT:

Range: between 32 000 000 and 40 000 000 NOK

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 5

Lot title: Business management

1) Short description

Examples are:

- Strategy development;
- Strategy implementation;
- Risk management;
- Quality assurance;
- Quality assurance within business management;
- Financial management;
- Management for hire;
- Balanced performance management.

2) CPV code(s)

79400000 Business and management consultancy and related services, 79411100 Business development consultancy services, 79411000 General management consultancy services, 75112100 Administrative development project services, 73220000 Development consultancy services, 79412000 Financial management consultancy services

3) Quantity or scope

Estimated value excluding VAT:

Range: between 72 000 000 and 88 000 000 NOK

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 6

Lot title: Project management/consultancy

1) Short description

Examples are:

- Project management
- Technical project management
- Project manager support/administration
- Programme management/portfolio management
- Process management

- Process mapping and improving efficiency
- Project management tool, for example MS Project
- Risk handling
- Gains estimation and gains realisation
- Mapping needs/specifying requirements
- Quality assurance of ICT projects
- Estimation of time and costs
- Configuration management
- Cost/benefit analysis
- Public procurements

ITIL; expertise within Service Management and work processes within ITIL's framework
Method within system development and administration.

2) CPV code(s)

72224000 Project management consultancy services, 73220000 Development consultancy services, 79418000 Procurement consultancy services, 72600000 Computer support and consultancy services, 72130000 Computer-site planning consultancy services, 72000000 IT services: consulting, software development, Internet and support, 72220000 Systems and technical consultancy services

3) Quantity or scope

Estimated value excluding VAT:

Range: between 480 000 000 and 560 000 000 NOK

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 7

Lot title: Strategy planning/consultancy

1) Short description

Examples are:

- SOA governance;
- IT governance;
- Strategic consultancy.

2) CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 75112100 Administrative development project services, 72220000 Systems and technical consultancy services

3) Quantity or scope

Estimated value excluding VAT:

Range: between 56 000 000 and 72 000 000 NOK

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 8

Lot title: Architecture and system specification

1) Short description

Examples are:

- Enterprise architecture

- Functional architecture and design
- Searches and search technology
- User quality and interaction design
- Architecture for user orientated services
- Architecture for electronic interaction
- Document handling, including journal/archive, document production, document distribution and receipt/scanning.
- Information and data architecture, including master data management
- Content Management
- Application architecture
- Service orientated architecture
- BPM (Business Process Modelling)
- Architecture tool
- Enterprise management and data warehouse
- Rule architecture, including rule engine tool
- Independent quality assurance, for example, of technical architecture, systems, infrastructure, functional requirements for architecture and technology, processes/security.
- Information security
- Technology advice
- Service orientated architecture (SOA)
- Operational architecture
- Technical infrastructure
- Security architecture.

2) CPV code(s)

72220000 Systems and technical consultancy services, 72000000 IT services: consulting, software development, Internet and support, 48000000 Software package and information systems

3) Quantity or scope

Estimated value excluding VAT:

Range: between 220 000 000 and 280 000 000 NOK

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 9

Lot title: Testing and quality assurance

1) Short description

Examples are:

- Test management and technical roles connected to testing (performance testing, automising tests, test data etc.) including strategy and plan.
- Test competence within technical tests (performance, security and interruption tests).
- Test tool.
- General test competence.

2) CPV code(s)

72000000 IT services: consulting, software development, Internet and support

3) Quantity or scope

Estimated value excluding VAT:

Range: between 72 000 000 and 96 000 000 NOK

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 10

Lot title: Logistics, OeBS and e-commerce

1) Short description

Examples are:

- Operation and management of Oracle eBusiness Suite;
- Reporting using Oracle Discoverer;
- Set up of system, functional and technical competence;
- Invoice system integrated with OeBS;
- Interface, for example, for handling invoices.

2) CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 50324100 System maintenance services, 72212400 Business transaction and personal business software development services, 72212442 Financial systems software development services, 72510000 Computer-related management services

3) Quantity or scope

Estimated value excluding VAT:

Range: between 40 000 000 and 56 000 000 NOK

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 11

Lot title: System development/programming

1) Short description

Examples are:

- Data warehouse, Business Intelligence, for example, Actuate, Business Objects, Informatica, SAS.
- Web development, further development of applications and interface.
- Enonic publishing tool.
- Analysis and design: analyse description and data modelling (for example UML, Rational S /XDE, ERWin).
- Programming: Component based and construction (for example Java, j2EE, Eclipse, WSAD5.1, Cobol, C/C++, Visual Basic, Oracle PL/ SQL).
- Application integration (for example SOA integration).

2) CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 72230000 Custom software development services, 72220000 Systems and technical consultancy services, 79415200 Design consultancy services

3) Quantity or scope

Estimated value excluding VAT:

Range: between 64 000 000 and 96 000 000 NOK

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 12

Lot title: Operation of IT systems and platforms

1) Short description

Examples are:

Virtualisation technology (VMWare)

Operation, production and troubleshooting (for example HPUX, Solaris, Red Hat Linux, Z/OS, windows client and server, Cisco, PCP / IP, Oracle, DB2 for Z / OS, DL/1, VSAM, ARS-remedy, CA-Unicenter, IBMs TWS)

Operational documentation

Expertise within IN-services, IP-telephony, PABX-systems and mobile systems.

Specialists in Citrix Xen App, Unix, Red Hat Linux

Expertise within design and architecture for data storage.

Design, construction development tools, tuning (for example DB2 for z/OS, DL/1, VSAM, Oracle)

Design, operational competence, competence transfer, architecture and configuration work for middle layer software (For example: MQSeries, TP-Monitor / CICS / Cobol, WebSphere Application server, WebLogic Application server, XML, J2EE / JCA / CTG / JMS / JAAS, JMX, LDAP, Websphere Process Server, JBoss Application server, DataPower, Oracle FORMS, JBoss Enterprise service bus, SonicMQ).

2) CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 48000000 Software package and information systems, 72510000 Computer-related management services

3) Quantity or scope

Estimated value excluding VAT:

Range: between 48 000 000 and 88 000 000 NOK

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 13

Lot title: Datacommunication

1) Short description

Examples are:

Cisco: Router Switch, security, content Switching, Wireless LAN, Cisco Works

Checkpoint: Firewall-1, Secure Platform

Trend Micro virus Software, IMSS, IESS, eManager

Technical expertise in technologies and protocols such as TCP, IP, Frame Relay, MPLS, SMTP, SNMP, VPN, VLAN and OSPF

General network technology: Debugging Windows network problems and debugging IP network using a sniffer tool.

2) CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 72220000 Systems and technical consultancy services, 72267100 Maintenance of information technology software, 50324100 System maintenance services, 64000000 Postal and telecommunications services

3) Quantity or scope

Estimated value excluding VAT:

Range: between 8 000 000 and 12 000 000 NOK

4) Indication about different time frame or duration

5) Additional information about lots

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: Documentation requirement:

Tax certificate for tax (National requirement).

Tax certificate for VAT (National requirement).

HSE self declaration (National requirement).

The tenderer is required to be a legally established company.

Documentation requirement:

— Norwegian service providers: Company registration certificate from the Brønnøysund Register Centre.

— Foreign service providers: Certificate for registration in the Register of Business Enterprises as prescribed in the legislation of the state in which the provider is established.

III.2.2. Economic and financial ability

List and brief description of conditions: The service provider is required to have good financial solidity. A 'good creditworthiness' or better credit rating satisfies this requirement.

— The contracting authority will obtain a credit rating carried out by Experian; see www.experian.no

If the service provider feels that the credit rating will not provide an accurate picture, please send supplementary information together with the qualification application.

III.2.3. Technical and professional ability

List and brief description of conditions:

Relevant experience from similar assignments is required.

Documentation requirement:

The service provider's 3 most important contracts in the last 3 years per competence area that the service provider is applying to be pre-qualified for, including:

— Customer

- The contract's length
- The contract's extent (value and/or number of invoiced hours)
- The service provider's function/area of responsibility.
- Name and contact information of the contact person at the reference customer so that NAV can contact them if needed.
- A short description of the contract/project. The service provider's contribution shall be clearly stated.

The template in the qualification documents' annex 2 shall be used.

This point shall be responded to per competence area that a request for participation is submitted for.

A good, efficient quality assurance system is required.

Documentation requirement:

- An account of the company's quality assurance system/management system, including a system for the development and maintenance of competence.
- Any certificates issued by independent bodies.

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

Restricted

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

Envisaged minimum number 116: and Maximum number 155

Objective criteria for choosing the limited number of candidates: Relevant experience 85 %

Quality assurance system 15 %.

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.

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

22.5.2015 - 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

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

23.3.2015