

Norway-Oslo: IT services: consulting, software development, Internet and support
OJ S 70/2017 08/04/2017
Contract award notice – utilities
Services

Legal Basis:

Directive 2014/25/EU

Section I: Contracting entity

I.1. Name and addresses

Official name: Flytoget AS

National registration number: 965694404

Postal address: Biskop Gunnerus' gate 14A

Town: Oslo

NUTS code: NO011 Oslo

Postal code: 0101

Country: Norway

Contact person: Åge Pedersen

E-mail: age.pedersen@flytoget.no

Internet address(es):

Main address: <http://permalink.mercell.com/67615151.aspx>

Address of the buyer profile: <http://www.flytoget.no/>

I.6. Main activity

Railway services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Application administration and customer service systems.

Reference number: 17/101

II.1.2. Main CPV code

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

II.1.3. Type of contract

Services

II.1.4. Short description

Flytoget would like to use this procurement to establish a new contract for the operation and administration of the following self-developed IT systems:

- -The customer database with accompanying APIs,
- -Product database with accompanying APIs,
- -Receipt and loyalty programme database with accompanying APIs,
- -Customer service and administration system,
- -<https://minside.flytoget.no> ,
- -Customer service system for mobile (iOS).

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

72200000 Software programming and consultancy services, 72212000 Programming services of application software, 72253200 Systems support services, 72261000 Software support services, 72315200 Data network management services, 72400000 Internet services, 72415000 World wide web (www) site operation host services, 72416000 Application service providers, 72514000 Computer facilities management services, 72514300 Facilities management services for computer systems maintenance, 72600000 Computer support and consultancy services

II.2.3. Place of performance

NUTS code: NO011 Oslo

Main site or place of performance: Oslo.

II.2.4. Description of the procurement

The above systems are currently administered in separate contracts that end at different times in the next three years. The systems have come into an operational phase and the need for major changes is reduced. There will still be a need for quality assurance/testing, adaptations in the systems and some new development due to projects that are in the plan for a strategic vision at the end of 2018.

Flytoget would like a tenderer who can ensure stable operations in accordance with an agreed SLA and who has the flexibility to carry out minor adaptations to the system with short downtime. Tenderers ought to have knowledge of PCI-DSS and personnel protection law and how continual fulfilment of the conformity requirements defined there will be ensured.

All of Flytoget's systems are installed at Flytoget's IT infrastructure operations provider. These are currently Intility and Basefarm. Basefarm is used for systems that come under the conformity requirements in PCI-DSS. Flytoget itself will establish and negotiate contracts for IT infrastructure operations and will continue with this practice in the contract period. Flytoget will, however, look at concepts such as devops as a future work platform for application operation and the administration of this organisation.

II.2.5. Award criteria

Price

II.2.11. Information about options

Options: yes

Description of options:

1 year + 1 year + 1 year.

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

Open procedure

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: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2016/S 246-450766](#)

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: 17/101

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

30/03/2017

V.2.2. Information about tenders

Number of tenders received: 4

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

V.2.3. Name and address of the contractor

Official name: Evry Norge AS

Town: Oslo

NUTS code: NO011 Oslo

Country: Norway

The contractor is an SME: no

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: 7 000 000,00 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: Klagenemnda for offentlige anskaffelser

Town: Bergen
Country: Norway
Fax: +47 55597599

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Klagenemnda for offentlige anskaffelser
Postal address: Postboks 439 Sentrum
Town: Bergen
Postal code: 5805
Country: Norway
E-mail: post@kofa.no
Telephone: +47 55597500
Fax: +47 55597599
Internet address: <http://www.kofa.no/>

VI.5. Date of dispatch of this notice

06/04/2017