

Norway-Trondheim: Facilities management services for computer systems maintenance

OJ S 63/2021 31/03/2021

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Siva - Selskapet for industrivekst SF

National registration number: 966703032

Postal address: Postboks 1253 Torgarden

Town: Trondheim

NUTS code: NO Norge

Postal code: 7462

Country: Norway

Contact person: Tone Egeland

E-mail: tone.egeland@siva.no

Telephone: +47 93658729

Internet address(es):Main address: <https://permalink.mercell.com/152011185.aspx>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://permalink.mercell.com/152011185.aspx>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://permalink.mercell.com/152011185.aspx>**I.4. Type of the contracting authority**

Body governed by public law

I.5. Main activity

Economic and financial affairs

Section II: Object

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

Operation and Maintenance of IT in Siva SF — Part 1 Pre-qualification

II.1.2. Main CPV code

72514300 Facilities management services for computer systems maintenance

II.1.3. Type of contract

Services

II.1.4. Short description

The objective of the procurement is:

- to enter into a contract with a tenderer who delivers high quality of services related to operation and maintenance of IT at the contracting authority, and who has a comprehensive and future-oriented approach to operation and maintenance, at the lowest possible price;
- further professionalism of operation and maintenance of IT at the contracting authority. Hereunder good work processes are important;
- to enter into a contract with a tenderer who is a driving force for innovative solutions and who is updated on new future solutions;
- to enter into a contract with a tenderer who is proactive, and who notifies the contracting authority about changes at Microsoft that affect the operating environment. For example, changes of essential functionality in licensing or Azure;
- to enter into a contract with a tenderer who is a driving force for continual improvement of IT operations.

Click here <https://permalink.mercell.com/152011185.aspx>

II.1.5. Estimated total value

Value excluding VAT: 18 000 000,00 NOK

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

72222300 Information technology services, 72514000 Computer facilities management services, 72514200 Facilities management services for computer systems development, 72315200 Data network management services, 72511000 Network management software services, 72700000 Computer network services

II.2.3. Place of performance

NUTS code: NO060 Trøndelag

II.2.4. Description of the procurement

The contracting authority has chosen to not build on their own IT organisation and needs an operations supplier with broad competence in IT. It is therefore preferable that the supplier functions as a consultant, who provides specific improvement proposals in relation to both new and established solutions.

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- to enter into a contract with a tenderer who is a driving force for continual improvement of IT operations.

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: 18 000 000,00 NOK

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

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

The contract will then be automatically renewed for 1 year at a time, unless 6 months notice is given by the contracting authority, or 12 months notice by the IT operations supplier, before the renewal date.

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

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

- 1) The tenderer must have experience with delivery of operational services to clients in the SMB market;
- 2) The tenderer must work according to established and approved standards/methods on their IT service deliveries;
- 3) The tenderer must have sufficient implementation ability to deliver IT operational services to the contracting authority;
- 4) The tenderer must have established an approved system for follow-up of customer enquiries. For example, error messages, need for help and general IT support;
- 5) The tenderer must have good knowledge of NSM's fundamental principles for ICT security.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

- 6.1. Option 1: Further development of the reporting solution to Norsk Katapult (Norwegian Catapult);
- 6.2 Option 2: Further development of the contracting authority's data warehouse.

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 procedure with negotiation

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.5. Information about negotiation

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: 26/04/2021 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

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

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: Sør-Trøndelag tingrett

Postal address: Postboks 2317 Torgarden

Town: Trondheim

Postal code: 7004

Country: Norway

VI.5. Date of dispatch of this notice

26/03/2021