

Norway-Trondheim: Information technology services

OJ S 81/2018 26/04/2018

Contract notice**Services****Legal Basis:**

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Norges Teknisk Naturvitenskapelige universitet (NTNU)

National registration number: 974 767 880

Postal address: Jonnsvannsveien 82

Town: Trondheim

NUTS code: NO Norge

Postal code: 7050

Country: Norway

Contact person: Ina Sørfonden

E-mail: ina.t.sorfonden@ntnu.no

Telephone: +47 735950000

Internet address(es):Main address: www.ntnu.noAddress of the buyer profile: <https://kgv.doffin.no/ctm/Company/CompanyInformation/Index/2686>**I.1. Name and addresses**

Official name: Universitetet i Bergen

Town: Bergen

NUTS code: NO Norge

Country: Norway

E-mail: ina.t.sorfonden@ntnu.no**Internet address(es):**Main address: www.uib.no**I.1. Name and addresses**

Official name: Universitetet i Oslo

Town: Oslo

NUTS code: NO Norge

Country: Norway

E-mail: ina.t.sorfonden@ntnu.no**Internet address(es):**Main address: www.uio.no**I.1. Name and addresses**

Official name: Norges arktiske universitet - universitetet i Tromsø

Town: Tromsø

NUTS code: NO Norge

Country: Norway

E-mail: ina.t.sorfonden@ntnu.no

Internet address(es):

Main address: www.uit.no

I.1. Name and addresses

Official name: Uninett

Town: Trondheim

NUTS code: NO Norge

Country: Norway

E-mail: ina.t.sorfonden@ntnu.no

Internet address(es):

Main address: <https://www.uninett.no/>

I.1. Name and addresses

Official name: NMBU - Norges miljø- og biovitenskapelige universitet

Town: Oslo

NUTS code: NO Norge

Country: Norway

E-mail: ina.t.sorfonden@ntnu.no

Internet address(es):

Main address: <https://www.nmbu.no/>

I.1. Name and addresses

Official name: Kunnskapsdepartementets tjenesteorgan

Town: Oslo

NUTS code: NO Norge

Country: Norway

E-mail: ina.t.sorfonden@ntnu.no

Internet address(es):

Main address: <http://www.ceres.no/kdto/>

I.2. Information about joint procurement

The contract involves joint procurement

The contract is awarded by a central purchasing body

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://sourcing.amesto.com/avantra/Customer/trondheim/modules/purchase/published/>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://sourcing.amesto.com/avantra/Customer/trondheim/modules/purchase/published/>

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

National or federal agency/office

I.5. Main activity

Education

Section II: Object**II.1. Scope of the procurement**

II.1.1. Title

Company service handling system
Reference number: ANSK-0018-18

II.1.2. Main CPV code

72222300 Information technology services

II.1.3. Type of contract

Services

II.1.4. Short description

NTNU would like to digitalise the reception place for user enquiries. The users of NTNU's services shall have one place to apply to for all types of need for support, whether they are registering an error, requesting help in use, ordering changes, etc. This contact point shall very quickly clarify what the enquiry is about. This shall happen via a self-help portal. Needs that cannot be solved in the digital dialogue shall be routed to the relevant help-desk for manual support. The number of manual processes will thus be reduced and this will give executive officers more time to give value increasing support to users. This effect is expected to increase as the knowledge base for the self-help part is built up.

NTNU would like to procure an Enterprise Service Management-system for this purpose.

II.1.5. Estimated total value

Value excluding VAT: 120 000 000,00 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, 48000000 Software package and information systems, 72000000 IT services: consulting, software development, Internet and support

II.2.3. Place of performance

NUTS code: NO Norge

II.2.4. Description of the procurement

NTNU would like to digitalise the reception place for user enquiries. The users of NTNU's services shall have one place to apply to for all types of need for support, whether they are registering an error, requesting help in use, ordering changes, etc. This contact point shall very quickly clarify what the enquiry is about. This shall be done by a self-help portal that uses digital mechanisms to analyse and have a dialogue with the user. Needs that cannot be solved in the digital dialogue shall be routed to the relevant help-desk for manual support. The number of manual processes will, thus, be reduced. This effect is expected to increase as the knowledge base for the self-help part is built up. In the long-term the service will also be able to provide better support to show the service catalogue and make it more available, contribute to management support, etc.

NTNU would like to procure an Enterprise Service Management-system for this purpose.

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: 120 000 000,00 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:

Unless a different contract period or a different initiation date is agreed upon in annex 5, the agreement will be valid for 3 (three years) from the date of implementation. The contract will then be renewed automatically for 1 (one) year at a time, unless 3 (three) months notice is given by the contracting authority before the renewal date. The tenderer has the option to terminate the contract 12 (twelve) months prior to the notification of contract renewal.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Option: CRM.

The customers can choose whether an option is taken up or not in each individual contract.

Options for cooperation parties:

UiB, UiT, UiO, NMBU, as well as Uninett and KDTO.

Have an option on the contract on equivalent terms as those for NTNU. All options of this type will be entered into as independent contracts where an implementation project with set-up, description of APIs etc. will be carried out per contract. The option is valid for 12 months after the contract has been signed between NTNU and the Tenderer.

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 III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.1. 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 registered in a company register, professional register or a trade register in the state where the tenderer is established.

Documentation requirement:

For Norwegian companies: A company registration certificate from the Brønnøysund Register Centre will be sufficient.

For foreign companies: Proof that the company is registered in.

A company register, trade register or business register as prescribed by the law of the country where the tenderer is established.

III.1.2. Economic and financial standing

List and brief description of selection criteria:

Tenderers must have sufficient economic and financial capacity to fulfil the contract.
Minimum level(s) of standards possibly required:
Creditworthiness with no requirement for guarantees will be sufficient to meet the requirement.

III.1.3. Technical and professional ability

List and brief description of selection criteria:

The tenderer shall have experience from comparable assignments.

Minimum level(s) of standards possibly required:

Description of the tenderer's up to 3 most relevant contracts in the course of the last 3 years.

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

See the attached contract formula.

III.2.3. 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

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.1.4. 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

IV.1.5. Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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: 28/05/2018 Local time: 08:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

Date: 06/06/2018

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

Tender must be valid until: 31/12/2018

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3. Additional information

A decision has not yet been made as to whether electronic orders will be used.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Trondheim tingrett

Town: Trondheim

Country: Norway

VI.5. Date of dispatch of this notice

24/04/2018