

Norway-Oslo: Custom software development services
OJ S 72/2021 14/04/2021
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Forbrukerrådet

National registration number: 871033382

Postal address: Fred. Olsens gate 1

Town: Oslo

NUTS code: NO Norge

Postal code: 0152

Country: Norway

Contact person: Pål Granholmen

E-mail: pal.granholmen@forbrukerradet.no

Telephone: +47 97062706

Fax: +47 23400502

Internet address(es):

Main address: <https://permalink.mercell.com/145562125.aspx>

Address of the buyer profile: www.forbrukerradet.no

I.4. Type of the contracting authority

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

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Future First-Line

Reference number: 20/18042

II.1.2. Main CPV code

72230000 Custom software development services

II.1.3. Type of contract

Services

II.1.4. Short description

Forbrukerrådet (the Consumer Council of Norway) is an independent interest organisation, assisting the consumers and influencing authorities and businesses in a user-friendly direction. Forbrukerrådet (the Consumer Council of Norway) is state-financed, but is politically independent from the superior ministry (Ministry of Children and Family Affairs (BFD)) with

special powers, its own board, and its own statutes determined by royal resolution. The Director of the Consumer Council of Norway is Inger Lise Blyverket, and the Consumer Council of Norway's board is headed by Anne Kathrine Slungård.

The Consumer Council of Norway's vision is to give consumers the power and opportunity to make good choices. The Consumer Council of Norway has three focus areas that will all contribute to this vision: consumer service, consumer policy and market portals.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 7 775 828,00 NOK

II.2. Description

II.2.2. Additional CPV code(s)

72200000 Software programming and consultancy services

II.2.3. Place of performance

NUTS code: NO08 Oslo og Viken

Main site or place of performance: Fred Olsens gate 1, Oslo.

II.2.4. Description of the procurement

The Consumer Council of Norway will meet the needs of the consumers, put them in a position to make good choices and safeguard their rights. Consumer vulnerability has increased in recent years and there is a need to strengthen the consumer role.

In the Consumer Council of Norway, the first-line provides the consumer with advice and guidance, practical and legal, both individually and collectively. The guidance includes pure information, digital solutions, user platforms and guidance one-to-one through via telephone and email.

First-line responsibility:

- inform of the consumers' rights and duties;
 - guide about how the consumers can find out their rights;
 - guide about how they can possibly take the case further in the consumer complaint system.
- An important assignment is also to reality-orientate consumers before complaints are lodged. See the comprehensive notice in the tender documentation.

II.2.5. Award criteria

Quality criterion - Name: Quality, assignment comprehension / Weighting: 35 %

Quality criterion - Name: Quality composition / Weighting: 45 %

Price - Weighting: 20 %

II.2.11. Information about options

Options: yes

Description of options:

The contract applies for 2021, with the possibility of extending for up to 3 years.

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: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2020/S 250-626591](#)

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 prior information notice

Section V: Award of contract

Title:

Future First-Line

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

15/03/2021

V.2.2. Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 2

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 2

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

V.2.3. Name and address of the contractor

Official name: Halogen AS

Postal address: Nedre Slottsgate 15

Town: Oslo

NUTS code: NO08 Oslo og Viken

Postal code: 0157

Country: Norway

Telephone: +47 93490400

Fax: +47 22360686

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 8 000 000,00 NOK

Total value of the contract/lot: 7 775 828,00 NOK

V.2.5. Information about subcontracting

Section V: Award of contract

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

15/03/2021

V.2.2. Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 2

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: yes

V.2.3. Name and address of the contractor

Official name: Halogen AS

National registration number: 985041954

Town: Oslo

NUTS code: NO081 Oslo

Postal code: 0157

Country: Norway

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Knowit

Town: Oslo

NUTS code: NO081 Oslo

Country: Norway

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Rambøll

Town: Oslo

NUTS code: NO081 Oslo

Country: Norway

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 8 000 000,00 NOK

Total value of the contract/lot: 7 775 828,00 NOK

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Oslo Tingrett

Postal address: Postboks 2106 Vika

Town: Oslo

Postal code: 0125

Country: Norway

E-mail: oslo.tingrett@domstol.no

Telephone: +47 22035200

Internet address: www.domstol.no

VI.5. Date of dispatch of this notice

09/04/2021