

Norway-Oslo: Custom software development services

OJ S 65/2023 31/03/2023

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: NASJONALT KOMMUNESAMARBEID FOR 110-SENTRALENE IKS

National registration number: 927056453

Postal address: c/o PB 7086, St. Olavs plass, Advokatfirmaet Føyen AS

Town: OSLO

NUTS code: NO Norge

Postal code: 0130

Country: Norway

Contact person: Vera Hovelsen

E-mail: vera.hovelsen@foyen.no

Internet address(es):

Main address: <https://www.nks110.no>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://permalink.mercell.com/200344310.aspx>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://permalink.mercell.com/200344310.aspx>

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

Public order and safety

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Procurement of customer relation management system

Reference number: 2/2023

II.1.2. Main CPV code

72230000 Custom software development services

II.1.3. Type of contract

Services

II.1.4. Short description

The contracting authority, Nasjonalt kommunesamarbeid for 110-sentralene IKS, invites tenderers to a contest for the procurement of a system for customer relation management (CRM).

Click here: <https://permalink.mercell.com/200344310.aspx>.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

32412000 Communications network, 48219700 Communications server software package, 48333000 Contact management software package, 48445000 Customer Relation Management software package, 48510000 Communication software package, 64216000 Electronic message and information services, 72212445 Customer Relation Management software development services, 72212510 Communication software development services

II.2.3. Place of performance

NUTS code: NO Norge

II.2.4. Description of the procurement

The aim of the procurement is that all 110 exchanges will have a joint tool for customer management in the future.

The new system must see to the need for more automatised processes that what the various tools used by the different 110 exchanges can currently support.

The procurement of a joint system will also contribute to better cost efficiency in a national perspective. This includes, for example, adding customer data in only one place - once - so that the uniform system portfolio cooperates in the most efficient way.

The system must be scalable for all of Norway, either for the 110 exchanges as such, the municipal fire service, or other actors that are to be given access to the CRM.

Tenderers must also document how the 110 exchanges will experience a secure and good transition with phasing out the old tool and phasing in the new system, partly in the form of training and functionality, and partly in the form of import of historical data from different current tools and systems.

For a description of the need and delivery, refer to the attached contract documents SSA-T and annexes.

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

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

Duration in months: 108

This contract is subject to renewal: yes

Description of renewals:

The contract will be valid for 8 years from the delivery date, with an option for an extension for a further 2+2 years.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

The contract will be valid for 8 years from the delivery date, with an option for an extension for a further 2+2 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 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:

Tenderers must be registered in a company register, professional register or a commerce register in the country where the tenderer is established.

III.1.2. Economic and financial standing

List and brief description of selection criteria:

Economic and financial capacity

Minimum level(s) of standards possibly required:

Tenderers must have sufficient economic and financial capacity to be able to fulfil the contract.

III.1.3. Technical and professional ability

List and brief description of selection criteria:

Technical and professional qualifications/security.

Minimum level(s) of standards possibly required:

Tenderers must have experience from comparable deliveries.

Tenderers must have sufficient capacity and integrity to fulfil the contract.

Tenderers must confirm that they can sign a security contract that is part of the contract documents.

Tenderers must be able to offer sufficient personnel during the contract period that can be security cleared in accordance with the Security Act. This is necessary for personnel who will be given independent access to operations centres in the operational phase (only for tenders for an 'on premise' system).

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: 04/05/2023 Local time: 10:00

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

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: Oslo tingrett

Town: Postboks 2106 Vika

Country: Norway

VI.5. Date of dispatch of this notice

28/03/2023