

Norway-Oslo: IT services: consulting, software development, Internet and support
OJ S 67/2023 04/04/2023
Contract 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: Jernbanetorget 1, Banebygget

Town: OSLO

NUTS code: NO Norge

Postal code: 0101

Country: Norway

Contact person: Åge Pedersen

E-mail: age.pedersen@flytoget.no

Telephone: +47 23159000

Internet address(es):

Main address: <https://permalink.mercell.com/200525985.aspx>

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

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://permalink.mercell.com/200525985.aspx>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://permalink.mercell.com/200525985.aspx>

I.6. Main activity

Railway services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Maintenance of existing applications for the Airport Express Train [Flytoget] - qualification

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

The purpose of the procurement is to cover the Airport Express Train's [Flytogets] need for one partner that delivers maintenance of Flytoget's existing IT solutions, as well as resources for new development to a moderate extent.

Existing and new applications will run on the Contracting Authority's cloud solution, operated by the operations provider or "on-premise" at the operations provider's premises. See the "Overview" tab of the maintenance agreement in Annex 1.

Click here: <https://permalink.mercell.com/200525985.aspx>

II.1.5. Estimated total value

Value excluding VAT: 63 000 000,00 NOK

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

72200000 Software programming and consultancy services, 72600000 Computer support and consultancy services

II.2.3. Place of performance

NUTS code: NO08 Oslo og Viken

II.2.4. Description of the procurement

Duration of the Contract.

The duration of the agreement is until 31.01.2028, with an option for extension.

Placement of the applications

The applications are located at the premises of and operated by the contracting authority's operations provider. The tenderer will be granted access to the applications so that the tenderer can make the necessary changes and adaptations to ensure contractual delivery.

The development and test environment is located at the operating provider's premises. Source code is stored in Git repositories, in Azure Devops and Bitbucket. Eventually, all code will be stored in GitLab.

Monitoring and application logs

The tenderer will be granted access to monitoring tools and application logs at the operations provider. Setup and adaptations are carried out in cooperation with the operations provider.

User support

The tenderer must assume the role of 2nd and 3rd line support for the applications. The contracting authority's operations provider is the 1st line support and Single Point of Contact (SPOC).

The tenderer must provide support all days of the year (24/7) for the Flytoget mobile app. For other applications, the tenderer must provide support during office hours (08:00-16:00).

Error correction

The tenderer will be responsible for monitoring the applications, debugging, correcting errors and maintaining the applications, including its interaction with other software, so that the applications function properly.

New versions

The tenderer will be responsible for ensuring that the solutions are of good quality by updating to new versions and updating frameworks and 3rd party components as needed, ensuring that the applications have good security, and complying with external requirements.

Further development

The tenderer must assist the contracting authority in further developing the applications, either per the suggestion of the tenderer or the contracting authority.

The assistance consists of the development, testing and implementation of the application under the management of the contracting authority.

The applications will be further developed with the customer perspective and user experience as key drivers. The applications must meet information security and privacy requirements.

The solutions should be easy to modify and facilitate future needs for data sharing, automation, reuse and interoperability.

The target picture

The contracting authority is constantly working to improve its IT solutions, both technically and functionally. The contracting authority will therefore require assistance in developing future technical and functional requirements for the various applications. Going forward, we want the solutions to be developed with secure DevOps (DevSecOps) and with microservices, where there are currently different degrees of deployment automation and web server architecture.

From a functional perspective, it may become necessary to provide better information to the contracting authority about tickets or train delays in the mobile application. The contracting authority may then require assistance in developing functionality, such as push notifications. Another example would be to improve the search function on the website using search engine optimisation (SEO).

From a technical perspective, it may become necessary to increase the security of the website. For example, the contracting authority may require assistance in migrating to HTTPS and assistance with SSL certificates and configuring these for the website. It may also be necessary for the mobile application to support a new framework. The contracting authority may then require assistance upgrading to a new framework. In addition, there will be an option to take over the maintenance responsibility for applications that are developed for the extended concession.

The applications that are currently planned are iFlytoget 2.0, which will replace iFlytoget. This is an iOS-based application used by train conductors and train staff. IFlytoget 2.0 will include creating an iOS application with a frontend, a CMS, one or more backend system(s), and a document management system. This is currently being planned and the target picture may therefore be updated during the procurement process.

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: 63 000 000,00 NOK

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

Start: 26/06/2023 End: 31/01/2028

This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

The tenderer will be responsible for managing Flytoget's ten applications (the applications), wherein four of the applications are options for takeover.

Option to develop the iFlytoget 2.0 application

The duration of the agreement is until 31.01.2028, with an option for extension.

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:

1. Tenderers must be able to provide a certificate of payment of taxes and VAT. The certificate must not be older than six months from the tender deadline.
2. Tenderers must be a legally established company. If the company registration certificate is available in public databases, the submission of a tender is confirmation that it is correct. If a company registration certificate is not available in databases that Flytoget has open electronic access to, it must be enclosed.
3. Tenderers must have good conduct and will be assessed against the rejection rules in the Utilities Regulations § 20-2 (2) and (3). If a tenderer can be connected to conditions in § 20-2 (2) and (3) in the last five years, documentation shall be presented on the actual conditions, the legal process, the involved persons and entities, as well as the subsequent internal process and corrective measures.
4. Tenderers cannot be involved in debt negotiations, or in any way be subject to public supervision.
5. Flytoget requires that none of the circumstances described in the reasons for rejection in ESPD clause C "Reasons concerning insolvency, conflict of interests or occupational omissions" apply to the tenderer and that the company accepts and complies with the requirements of the attached document "Ethical requirements for the tenderer".
6. Tenderers must accept Flytoget's attached tenderer confidentiality statement.

III.1.2. Economic and financial standing

List and brief description of selection criteria:

Tenderers must have sufficient economic and financial capacity to complete the contract.

Documentation requirement (No documents should be attached to the tender offer):

Most recent annual accounts with the auditor's comments. Flytoget will obtain this information itself if the company is registered in Norway. If the documentation is not openly available to Flytoget, the tenderer must be able to provide it.

-Bankruptcy rating low (A1-A3) or moderate (B1-B3) at Proff Forvalt (www.forvalt.no), both in the short and long term. Flytoget will obtain documentation on the bankruptcy rating if the Tenderer is a company that is registered in Norway. If the documentation is not openly available to Flytoget, the tenderer must be able to provide it.

Tenderers who do not fulfil the financial capacity requirement can use other companies, e.g. by providing a fulfilment guarantee from a parent company. Note that in such an event documentation showing that the other company fulfils the qualification requirement and that the company confirms that they will make the necessary resources available to the tenderer.

Here, Flytoget will require joint and several liability in accordance with section 12-5(4) of the Utilities Regulations. The company on which the tenderer relies in order to become qualified must also submit a separate ESPD form. (may need to meet the requirements in 5.1)

If a tenderer has any valid reasons for not being able to provide the documentation requested by the Flytoget, the tenderer may prove its financial position with any other document that is acceptable to Flytoget. If a tenderer has such valid reasons, he may contact Flytoget in writing in order to clarify which other documentation is acceptable.

5.3 The tenderer's technical and professional qualifications

Minimum level(s) of standards possibly required:

Bankruptcy rating low or moderate. See the description in the tender documentation (KGL) - Contest Rules

III.1.3. Technical and professional ability

List and brief description of selection criteria:

Requirement 1: Relevant experience from equivalent assignments

Requirement 2: Capacity and professional qualifications to execute the assignment

Requirement 3: Management system for information security

Minimum level(s) of standards possibly required:

See the description in the tender documentation (KGL) - Contest Rules

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Negotiated procedure with prior call for competition

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.2.2. Time limit for receipt of tenders or requests to participate

Date: 05/05/2023 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: 4 (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: Oslo tingrett

Town: Oslo

Country: Norway

VI.5. Date of dispatch of this notice

30/03/2023