

Norway-Bodø: Software-related services
OJ S 87/2020 05/05/2020
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Husbanken

National registration number: 942114184

Postal address: Postboks 1404

Town: Bodø

NUTS code: NO Norge

Postal code: 8002

Country: Norway

Contact person: Harald Sørbu

E-mail: harald.sorbu@husbanken.no

Telephone: +47 32262790

Internet address(es):

Main address: <https://permalink.mercell.com/103993368.aspx>

Address of the buyer profile: <http://www.husbanken.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

Contract Award — Loan Management System 2019

Reference number: 2019/12640

II.1.2. Main CPV code

72260000 Software-related services

II.1.3. Type of contract

Services

II.1.4. Short description

Contract award for a standard/off-the-shelf loan management system with options for a loan processing system. The new loan management system shall be used for administering the Housing Bank of Norway's loans and grants (except for the housing benefit scheme and start-up loans). The Housing Bank of Norway is giving loans and grants to private persons, municipalities, and branch participants. The procurement also includes the implementation

project and subsequent maintenance of standard software. The following options are requested:

- 1) A loan processing system;
- 2) An application administration system; and
- 3) Application operations for the Housing Bank of Norway's infrastructure.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 75 000 000,00 NOK

II.2. Description

II.2.2. Additional CPV code(s)

48000000 Software package and information systems, 48400000 Business transaction and personal business software package, 48442000 Financial systems software package, 48800000 Information systems and servers, 48812000 Financial information systems, 72263000 Software implementation services, 72268000 Software supply services

II.2.3. Place of performance

NUTS code: NO032 Buskerud

II.2.4. Description of the procurement

The Ministry of Local Government and Modernisation has given the Housing Bank of Norway the task of making the entity more efficient and to use technology to support automation of data acquisition, and in addition, facilitate for comparisons, analysis and predictions. The current loan management system for processing the Housing Bank of Norway's own loans and grants is from the mid 1990s and must be replaced.

This project will give the Housing Bank of Norway efficient work processes for administering loans and grants by new and improved ICT support. The objective is to meet the customer and executive officers' requirements for i.a. finances and administration.

'Borrowers' are the recipients of loans and grants from the Housing Bank of Norway. These can be private persons, municipalities and branch actors. The ICT support must contribute to the mentioned groups choosing the Housing Bank of Norway's network systems first, so that they can carry out their tasks themselves/meet their needs. This involves an internet bank, digital message exchange and electronic signature. The Housing Bank of Norway assumes that the new loan management system has open APIs in such a way that at a new solution for on-line banking can be developed.

'Administration' is a department in the Housing Bank of Norway's office for Loans and Grants, with responsibility for contract management, including fixed interest rate contracts, mortgages, invoicing, collection and breach. The ICT support must give them efficiency and improvements through simplified archives, electronic registration and automated case management. The Housing Bank of Norway has outsourced the collection of non-performing loans to the Norwegian National Collection Agency. The new loan management system shall support the process and must be integrated with the Norwegian National Collection Agency's systems.

'Financial Policies' is a department in the Housing Bank of Norway's office for Loans and Grants that, together with the Housing Bank of Norway's regional offices, is responsible for loans and grants. The loan management system must support their need to process applications for loans and grants and applications for payments and contracts. This also includes quota and framework management. The new system ought to be integrated with a service for credit assessments and actual income.

There is a need for basic information on the parties, private persons, municipalities and other legal persons and properties in both loan cases and administration. The system ought to be integrated with Det sentrale folkeregister, Kontaktregisteret, Enhetsregisteret, Matrikkelen, Grunnboken and the service for property value assessment.

'Finance' is a department in the Housing Bank of Norway's office for Finance and Communal Services, with responsibility for the accounts and handling payments. The ICT support must give them efficiency and improvements through better data exchange. The new loan management system shall process all payments in connection with loans and grants. The system must also provide adequate customer specifications of the accounts. The loan management system must be integrated with the bank and Nets for the processing of payments, with a ledger in the Housing Bank of Norway's financial system, Unit4 Business World (Agresso).

'Document' is a department in the Housing Bank of Norway's office for Finance and Communal Services, with responsibility for archive and post. The ICT support shall give the department increased efficiency in quality assurance of journals, the archiving in general and a simplified management of applications for access. The new loan management system must be integrated with the Housing Bank of Norway's journal and archive system, ePhorte, and it must be possible to generate and communicate documents, as well as obtain electronic signatures.

'Management and Reports' is a department in the Housing Bank of Norway's office for Management, and Development and 'Analysis' is a department in the Housing Bank of Norway's office for Knowledge. The ICT support must ensure that they have the necessary data for analysis and reports. The new loan management system must be integrated with the Housing Bank of Norway's data warehouse.

'Digitalisation' is the Housing Bank of Norway's office that is responsible for providing digital tools and services for the Housing Bank of Norway. Digitalisation will be responsible for the administration, operation and further development of the new system. The ICT support must provide automation of jobs and runs and flexibility as regards changes and error corrections.

II.2.5. Award criteria

Quality criterion - Name: Quality / Weighting: 60-70 %

Price - Weighting: 30-40 %

II.2.11. Information about options

Options: yes

Description of options:

Options:

- 1) A loan processing system;
- 2) An application administration system; and
- 3) Application operations for the Housing Bank of Norway's infrastructure.

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.1.8. 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: [2019/S 076-182195](#)

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:

Tender for Loan Management System 2019

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

31/03/2020

V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 4

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

Number of tenders received by electronic means: 4

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

V.2.3. Name and address of the contractor

Official name: Temenos

Postal address: 2 rue de l'Ecole-de-Chimie

Town: Geneva

NUTS code: CH Schweiz / Suisse / Svizzera

Postal code: 1205

Country: Switzerland

E-mail: cbybjerg@temenos.com

Telephone: +47 661795848

The contractor is an SME: no

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

Total value of the contract/lot: 75 000 000,00 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: Klagenemda for offentlige anskaffelser (KOFA)

Town: Bergen

Country: Norway

VI.4.2. Body responsible for mediation procedures

Official name: Oslo Tingrett

Town: Oslo

Country: Norway

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Klagenemda for offentlige anskaffelser (KOFA)

Postal address: Postboks 511 Sentrum

Town: Bergen

Postal code: 5805

Country: Norway

E-mail: post@knse.no

Telephone: +47 55193000

Internet address: <http://www.kofa.no>

VI.5. Date of dispatch of this notice

04/05/2020