

Norway-Porsgrunn: Software package and information systems

OJ S 122/2015 27/06/2015

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Porsgrunn kommune (Porsgrunn municipality)

National registration number: 939 991 034

Postal address: Storgata 153

Town: Porsgrunn

Postal code: 3915

Country: Norway

Contact person: The Service Centre

For the attention of: Tove T. Melby

E-mail: postmottak@porsgrunn.kommune.no

Telephone: +47 35547944

Internet address(es):Address of the buyer profile: <https://kgv.doffin.no/ctm/Supplier/CompanyInformation/Index/1856>Electronic access to information: <https://kgv.doffin.no/ctm/Supplier/Documents/Folder/133445>**Additional information can be obtained from:**

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

Tenders or requests to participate must be submitted: the abovementioned address**I.2. Type of the contracting authority**

Regional or local authority

I.3. Main activity

General public services

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description**II.1.1. Title attributed to the contract by the contracting authority**

A Customer relationship management system (CRM).

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 7: Computer and related services

Main site or place of performance: Porsgrunn, Norway.

NUTS code NO Norge

II.1.3. Information about a framework agreement or a dynamic purchasing system

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

Porsgrunn municipality wishes to procure and implement a customer relationship management system.

The system shall handle all requests from the customers to the municipality and implies integration with various professional systems and the intranet portal solution.

A brief summary from the requirement specification in relation to requirements to the professional system and context:

- * Messages to users
- * Messages to and from customers
- * Bulk dispatches and templates
- * The customer calls in a former enquiry reminder
- * Forwarding requests by e-mails
- * Statistics
- * The customer shall be able to see and change chosen information
- * Active Directory for authentication of users/employees.

II.1.6. CPV code(s)

48000000 Software package and information systems, 72222300 Information technology services

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.1.8. Lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

The procurement is considered and estimated to exceed the EEA threshold value during the contract period.

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: yes

II.3. Duration of the contract or time limit for completion

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

III.1.2.

Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

III.2.2. Economic and financial ability

List and brief description of conditions: 3.4 Financial implementation ability

Tenderers will be required to have the financial ability to carry out the contract.

Documentation:

The tenderer's complete annual accounts for the last 2 financial years (i.e. the profit and loss accounts, the balance sheet, the board's annual report and the auditor's report). If the tenderer has a valid reason not to submit this documentation, the tenderer may substantiate the economic and financial position with any document that is acceptable to the contracting authority.

Minimum level(s) of standards possibly required: 3.2 Certificates of paid taxes, social security contributions and VAT

Documentation:

Certificate RF-1316 is produced based on registered information in the tax and excise systems per dd.mm.yyyy. Questions in relation to VAT should be addressed the Norwegian Tax Administration Questions in relation to other tax and excise requirements should be addressed the tax collector. Online ordering functions are in the net sites in conjunction with the local tax offices you must address.

For public procurements, the certificates shall not be older than 6 months Foreign tenderers must provide certificates from authorities equivalent to the Norwegian ones.

III.2.3. Technical and professional ability

List and brief description of conditions:

3.5 References

Documentation:

List of the most important deliveries/contracts of an equivalent nature in the last 3 years, including the delivery value and date, public or private recipients. The contracting authority primarily requires references from public authorities. Each stated reference shall contain information of the name of contact person, telephone number and e-mail address. The contracting authority reserves the right to contact the stated references in order to confirm /verify submitted information.

Minimum level(s) of standards possibly required:

3.3 A HSE self-declaration

Documentation:

A completed, signed and returned HSE self-declaration form attached the tender documents.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. 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: no

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Negotiated

Some candidates have already been selected (if appropriate under certain types of negotiated procedures) no

IV.1.2. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates: — Certificates of paid tax, social security contribution and VAT.

— A HSE self-declaration form.

— Financial implementation capacity.

— References.

IV.1.3. 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 no

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

Tove T. Melby

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Payable documents: no

IV.3.4. Time limit for receipt of tenders or requests to participate

14.8.2015 - 12:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted

Other: Norwegian.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

IV.3.8. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.3. Additional information

The tender documents with annexes will be distributed to qualified service providers subsequent to the deadline for prequalification.

VI.4. Procedures for review

VI.4.1. Review body

VI.4.2. Review procedure

VI.4.3. Service from which information about the review procedure may be obtained

VI.5. Date of dispatch of this notice

24.6.2015