

**Norway-Oslo: Customer Relation Management software development services**

OJ S 89/2023 08/05/2023

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Utlendingsdirektoratet

National registration number: 974760746

Postal address: Innspurten 11D

Town: OSLO

NUTS code: NO Norge

Postal code: 0663

Country: Norway

Contact person: Strategisk anskaffelsesenhhet

E-mail: [anskaffelser@udi.no](mailto:anskaffelser@udi.no)

Telephone: +47 23351500

**Internet address(es):**Main address: <https://permalink.mercell.com/199499988.aspx>Address of the buyer profile: <http://www.udi.no/>**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://permalink.mercell.com/199499988.aspx>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://permalink.mercell.com/199499988.aspx>**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**

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**II.1. Scope of the procurement****II.1.1. Title**

Contact and customer follow-up system - prequalification

Reference number: 23/15298

**II.1.2. Main CPV code**

72212445 Customer Relation Management software development services

**II.1.3. Type of contract**

Services

#### **II.1.4. Short description**

The Norwegian Directorate of Immigration (UDI) invites tenderers to a negotiated procedure for the procurement of a new contact and customer follow-up system.

Click here; <https://permalink.mercell.com/199499988.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)**

48445000 Customer Relation Management software package

#### **II.2.3. Place of performance**

NUTS code: NO081 Oslo

#### **II.2.4. Description of the procurement**

The procurement will cover the entity's need for a general contact and customer follow-up system for the guidance service, switchboard, user support, and media and society contact team respectively. The aim of the procurement is to support the entity's goal of being more user friendly and having efficient services.

#### **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: 48

This contract is subject to renewal: yes

Description of renewals:

The contract will have a fixed period of 4 years, after which it can be renewed annually by the contracting authority.

#### **II.2.9. Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 3Maximum number: 5Objective criteria for choosing the limited number of candidates:

The basis for the selection amongst qualified tenderers will be the tenderers' responses to requirement C in the qualification documentation, point 3.4 (requirements for tenderers' experience).

#### **II.2.10. Information about variants**

Variants will be accepted: no

#### **II.2.11. Information about options**

Options: yes

Description of options:

The procurement includes options, see chapter 8 in SSA-L Annex 1 The Contracting Authority's Requirements Specification.

#### **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**

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### **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 legally established.

#### **III.1.2. Economic and financial standing**

List and brief description of selection criteria:  
Tenderers must have the economic and financial solidity to provide the contracting authority with security that the tenderer will be economically viable throughout the contract period. A creditworthiness of score A (creditworthy) is required to be eligible for participation in the contest.

#### **III.1.3. Technical and professional ability**

List and brief description of selection criteria:  
Tenderers must have experience with the delivery of relevant and comparable deliveries.

## **Section IV: Procedure**

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### **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**

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

#### **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: 05/06/2023 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**

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### **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**

03/05/2023