

Norway-Oslo: Telecommunications services
OJ S 122/2020 26/06/2020
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Tolldirektoratet

National registration number: 974 761 343

Postal address: Tollbugata 1A

Town: Oslo

NUTS code: NO Norge

Postal code: 0152

Country: Norway

Contact person: Kari Anne Støkken

E-mail: kari.anne.stokken@toll.no

Telephone: +47 90938172

Internet address(es):

Main address: www.toll.no

Address of the buyer profile: <https://eu.eu-supply.com/ctm/Company/CompanyInformation/Index/340239>

I.3. Communication

Access to the procurement documents is restricted. Further information can be obtained at:

http://eu.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=273869&B=DFO

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: http://eu.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=273869&B=DFO

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Procurement of a Contact Centre System with the Accompanying Services, including Chatbot for Customs

Reference number: 20/17004

II.1.2.

Main CPV code

64200000 Telecommunications services

II.1.3. Type of contract

Services

II.1.4. Short description

Customs invites tenderers to a negotiated procedure for the procurement of a contact centre system with the accompanying services, including chatbot, for Customs.

Customs has established a long term vision for a contact point for Custom's users and work has started to structure the receipt of enquiries and send as many as possible to the Custom's future guidelines section.

In order to realise the vision, there is a need to procure a modern and flexible contact centre system that can assist with efficient receipt and processing of all types of enquiries. As the aim is to send as many of Custom's enquiries as possible to a joint contact centre system, a system will be needed that can handle both an increasing number of users and an increasing number of enquiries a year.

In addition to the actual contact centre system, Customs would also like to implement chatbot technology.

II.1.5. Estimated total value

Value excluding VAT: 20 000 000,00 NOK

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description**II.2.2. Additional CPV code(s)**

72300000 Data services, 72000000 IT services: consulting, software development, Internet and support, 48510000 Communication software package, 48000000 Software package and information systems

II.2.3. Place of performance

NUTS code: NO Norge

Main site or place of performance: Oslo.

II.2.4. Description of the procurement

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In order to realise the vision, there is a need to procure a modern and flexible contact centre system that can assist with efficient receipt and processing of all types of enquiries. As the aim is to send as many of Custom's enquiries as possible to a joint contact centre system, a system will be needed that can handle both an increasing number of users and an increasing number of enquiries a year.

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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: 20 000 000,00 NOK

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

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

Customs has an option to extend the contract for up to 3 years, so that the total possible contract length is 6 years.

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

Envisaged minimum number: 3 Maximum number: 6 Objective criteria for choosing the limited number of candidates:

The contracting authority will select which tenderers will be invited to submit a tender on the basis of an assessment of which tenderers best fulfil the following selection criteria:

- the tenderer's relevant experience.

The contracting authority will assess and rank the tenderers on the basis of which tenderers have the most relevant and equivalent experience based on the stated reference projects.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Customs has an option to extend the contract for up to three years, so that the total possible contract length is six years.

In addition, Customs has an option to procure additional functionality/modules as stated in the tender documentation.

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

See the attached tender documentation for further information on the tender contest.

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:

See the tender documentation.

III.1.2. Economic and financial standing

List and brief description of selection criteria:

See the tender documentation.

Minimum level(s) of standards possibly required:
See the tender documentation.

III.1.3. Technical and professional ability

List and brief description of selection criteria:
See the tender documentation.

Minimum level(s) of standards possibly required:
See the tender documentation.

III.2. Conditions related to the contract

III.2.3. 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

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.1.4. 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

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: 24/08/2020 Local time: 12:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

Date: 02/09/2020

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

Tender must be valid until: 15/01/2021

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic invoicing will be accepted

VI.3. Additional information

See the tender documentation for more detailed information.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Oslo Tingrett

Town: Oslo

Country: Norway

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

The appeals deadline in accordance with the preliminary schedule is 18 December 2020.

VI.5. Date of dispatch of this notice

24/06/2020