

Norway-Oslo: Helpdesk services

OJ S 147/2017 03/08/2017

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Direktoratet for økonomistyring

National registration number: 986 252 932

Postal address: Postboks 7154

Town: Oslo

NUTS code: NO Norge

Postal code: 0130

Country: Norway

Contact person: Jostein Rolandsen

E-mail: jostein.rolandsen@dfo.no

Telephone: +47 93268170

Internet address(es):

Main address: <http://www.dfo.no>

Address of the buyer profile: <https://kgv.doffin.no/ctm/Company/CompanyInformation/Index/3516>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://kgv.doffin.no/ctm/Supplier/Documents/Folder/156347>

Additional information can be obtained from the abovementioned address

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

I.4. Type of the contracting authority

National or federal agency/office

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Virtual assistant, artificial intelligence.

Reference number: 17/340

II.1.2. Main CPV code

72253100 Helpdesk services

II.1.3. Type of contract

Services

II.1.4. Short description

DFØ needs a virtual assistant that can help final users of our services with questions and challenges connected to our self-service systems, 24 hours a day.

II.1.5. Estimated total value

Value excluding VAT: 5 000 000,00 NOK

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: NO043 Rogaland

NUTS code: NO011 Oslo

Main site or place of performance: DFØ's premises in Stavanger.

II.2.4. Description of the procurement

DFØ needs a virtual assistant who can help final users of our services with questions and challenges connected to our self-service systems.

We would mainly like an automated chat system, with artificial intelligence, which can answer questions from final users of DFØ's services, 24 hours a day. In order to maintain and improve final users' experiences, it is necessary to have to separate manual chat system behind the automated chat. DFØ does not want a manual chat system without artificial intelligence.

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: 5 000 000,00 NOK

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

Duration in months: 48

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:

Options on duration; 1 year + 1 year.

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:

Tenderers shall be registered in a company register, professional register or a trade register in the country where the tenderer is established.

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

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

Date: 01/09/2017 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: 3 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 01/09/2017 Local time: 13:00

Place:

DFØ Stavanger.

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

Electronic payment will be used

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: DFØ

Town: Stavanger

Country: Norway

VI.5. Date of dispatch of this notice

01/08/2017