

**Norway-Oslo: Maintenance of information technology software**  
**OJ S 112/2023 13/06/2023**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Norwegian Ministry of Foreign Affairs

National registration number: 972 417 920

Postal address: PO Box 8114 Dep.

Town: Oslo

NUTS code: NO081 Oslo

Postal code: 0032

Country: Norway

Contact person: Mr. Steinar Lund

E-mail: [steinar-johan.lund@dss.dep.no](mailto:steinar-johan.lund@dss.dep.no)

Telephone: +47 22249090

**Internet address(es):**

Main address: <https://www.regjeringen.no/no/dep/ud/id833/>

Address of the buyer profile: <https://eu.eu-supply.com/ctm/Company/CompanyInformation/Index/245665>

**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

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**Section II: Object**

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

**II.1.1. Title**

Maintenance services for PTA

Reference number: 23/2865

**II.1.2. Main CPV code**

72267100 Maintenance of information technology software

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

The purpose of the procurement is to ensure that the Ministry's financial management system for grant management (PTA) has a stable operation through the purchase of maintenance and user support services, as well as services related to any adjustment of functionality and development. The agreement has an initial duration of 3 years with option for the Customer to

extend it annually. Maintenance and further development mainly include troubleshooting, error correction and proactive maintenance. It may be necessary to adjust functionality and further develop PTA. User support is primarily support for the customer's Helpdesk. PTA is used by approx. 800 persons in their daily work. PTA is based on MS SQL database and .Net 4.0. PTA is used by the Ministry, the Norwegian Agency for Development Cooperation and at approx. 40 Embassies. PTA is operated internally by the Customer's ICT section. It may be necessary to order support for simple operational services under the agreement.

#### **II.1.6. Information about lots**

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 20 369 600,00 NOK

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

72000000 IT services: consulting, software development, Internet and support, 72200000 Software programming and consultancy services, 72254000 Software testing, 72261000 Software support services, 72262000 Software development services, 72510000 Computer-related management services

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

NUTS code: NO081 Oslo

Main site or place of performance: Oslo

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

The purpose of the procurement is to ensure that the Ministry's financial management system for grant management (PTA) has a stable operation through the purchase of maintenance and user support services, as well as services related to any adjustment of functionality and development. The agreement has an initial duration of 3 years with option for the Customer to extend it annually. Maintenance and further development mainly include troubleshooting, error correction and proactive maintenance. It may be necessary to adjust functionality and further develop PTA. User support is primarily support for the customer's Helpdesk. PTA is used by approx. 800 persons in their daily work. PTA is based on MS SQL database and .Net 4.0. PTA is used by the Ministry, the Norwegian Agency for Development Cooperation and at approx. 40 Embassies. PTA is operated internally by the Customer's ICT section. It may be necessary to order support for simple operational services under the agreement.

#### **II.2.5. Award criteria**

Quality criterion - Name: Competence / Weighting: 40%

Quality criterion - Name: Proposed solution / Weighting: 35%

Price - Weighting: 25%

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

Options: yes

Description of options:

The Customer has option for annual prolongations.

#### **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**

Note that the value of the procurement is an estimate which include 8 years of maintenance after start-up and some development of the system. The estimate is non-binding for the contracting authority.

## **Section IV: Procedure**

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### **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.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2023/S 081-243596](#)

#### **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**

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**Contract No:** 1

**Title:**

Maintenance services for PTA

A contract/lot is awarded: yes

### **V.2. Award of contract**

#### **V.2.1. Date of conclusion of the contract**

08/06/2023

#### **V.2.2. Information about tenders**

Number of tenders received: 1

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received by electronic means: 1

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

#### **V.2.3. Name and address of the contractor**

Official name: Twoday AS

National registration number: 990 432 368

Postal address: Karenslyst Alle 57

Town: Oslo

NUTS code: NO081 Oslo

Postal code: 0278

Country: Norway

Telephone: +47 90887488  
The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 19 000 000,00 NOK  
Total value of the contract/lot: 20 369 600,00 NOK

#### **V.2.5. Information about subcontracting**

### **Section VI: Complementary information**

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#### **VI.3. Additional information**

#### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

Official name: Oslo District Court  
Postal address: PO Box 2106 Vika  
Town: Oslo  
Postal code: 0125  
Country: Norway  
E-mail: [oslo.tingrett@domstol.no](mailto:oslo.tingrett@domstol.no)  
Telephone: +47 22035200  
Internet address: <https://www.domstol.no/Enkelt-domstol/oslo--tingrett/>

##### **VI.4.2. Body responsible for mediation procedures**

Official name: Oslo District Court  
Postal address: PO Box 2106 Vika  
Town: Oslo  
Postal code: 0125  
Country: Norway  
E-mail: [oslo.tingrett@domstol.no](mailto:oslo.tingrett@domstol.no)  
Telephone: +47 22035200

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

Official name: Norwegian Ministry of Foreign Affairs  
Postal address: PO Box 8114 Dep  
Town: Oslo  
Postal code: 0032  
Country: Norway  
E-mail: [post@mfa.no](mailto:post@mfa.no)  
Telephone: +47 23950000  
Internet address: <https://www.regjeringen.no/no/dep/ud/kontakt/id841/>

#### **VI.5. Date of dispatch of this notice**

08/06/2023