

Norway-Arendal: Helpdesk and support services

OJ S 113/2023 14/06/2023

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Statsforvalterens fellestjenester

National registration number: 921 627 009

Postal address: Postboks 504

Town: ARENDAL

NUTS code: NO Norge

Postal code: 4804

Country: Norway

Contact person: Kjersti Fosse

E-mail: kjfos@statsforvalteren.no

Telephone: +47 47912070

Internet address(es):

Main address: <http://www.statsforvalteren.no/staf>

Address of the buyer profile: <https://eu.eu-supply.com/ctm/Company/CompanyInformation/Index/369124>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: http://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=370098&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/rwlenrance_s.asp?PID=370098&B=DFO

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

Procurement of Service Management System (user support solution)

Reference number: 2023/8

II.1.2. Main CPV code

72253000 Helpdesk and support services

II.1.3. Type of contract

Services

II.1.4. Short description

The client needs a user support system (SMS) to handle inquiries primarily related to ICT and document management. We receive between 50-60,000 inquiries annually. The system must be used by employees of the client and the state administrators, as well as external users who need technical assistance related to digital solutions that the client manages and offers. The client has approx. 210 employees and the state administrators have a total of approx. 2,700 employees.

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)

72000000 IT services: consulting, software development, Internet and support, 72250000 System and support services, 72310000 Data-processing services

II.2.3. Place of performance

NUTS code: NO Norge

II.2.4. Description of the procurement

The client needs a user support system (SMS) to handle inquiries primarily related to ICT and document management. We receive between 50-60,000 inquiries annually. The system must be used by employees of the client and the state administrators, as well as external users who need technical assistance related to digital solutions that the client manages and offers. The client has approx. 210 employees and the state administrators have a total of approx. 2,700 employees.

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: 36

This contract is subject to renewal: yes

Description of renewals:

Can be extended by 1 year at a time until the agreement is terminated. The agreement can have a maximum duration of 10 years.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

See tender documents.

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:

See tender documents.

III.1.2. Economic and financial standing

List and brief description of selection criteria:

See tender documents.

Minimum level(s) of standards possibly required:

See tender documents.

III.1.3. Technical and professional ability

List and brief description of selection criteria:

See tender documents.

Minimum level(s) of standards possibly required:

See tender documents.

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

See tender 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: 09/08/2023 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

Tender must be valid until: 30/09/2023

IV.2.7. Conditions for opening of tenders

Date: 09/08/2023 Local time: 12:00

Place:

KGV EU Supply

Section VI: Complementary information

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: Agder tingrett

Postal address: Postboks 63

Town: KRISTIANSAND

Postal code: 4661

Country: Norway

E-mail: agder.tingrett@domstol.no

Telephone: +47 38176300

Internet address: <https://www.domstol.no/enkelt-domstol/agder-tingrett/>

VI.4.2. Body responsible for mediation procedures

Official name: Agder tingrett

Postal address: Postboks 63

Town: Agder tingrett

Postal code: 4661

Country: Norway

E-mail: agder.tingrett@domstol.no

Telephone: +47 38176300

Internet address: <https://www.domstol.no/enkelt-domstol/agder-tingrett/>

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

Official name: Agder tingrett

Postal address: Postboks 63

Town: Kristiansand

Postal code: 4661

Country: Norway

E-mail: agder.tingrett@domstol.no

Telephone: +47 38176300

Internet address: <https://www.domstol.no/enkelt-domstol/agder-tingrett/>

VI.5. Date of dispatch of this notice

09/06/2023