

Norway-Drammen: Document management system

OJ S 184/2017 26/09/2017

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Drammen Kommune
National registration number: 939214895
Postal address: Engene 1
Town: Drammen
NUTS code: NO Norge
Postal code: 3008
Country: Norway
Contact person: Anette Hartz-Bruun
E-mail: anette.hartz-bruun@drmk.no
Telephone: +47 03008

Internet address(es):

Main address: <https://permalink.mercell.com/72233941.aspx>
Address of the buyer profile: <http://www.drammen.kommune.no/>

I.1. Name and addresses

Official name: Svelvik kommune
Town: Svelvik
NUTS code: NO033 Vestfold
Postal code: 3060
Country: Norway
E-mail: postmottak@svelvik.kommune.no

Internet address(es):

Main address: www.svelvik.kommune.no

I.1. Name and addresses

Official name: Nedre Eiker kommune
Town: Mjøndalen
NUTS code: NO032 Buskerud
Country: Norway
E-mail: post@nedre-eiker.kommune.no

Internet address(es):

Main address: www.nedre-eiker.kommune.no

I.2. Information about joint procurement

The contract involves joint procurement

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://permalink.mercell.com/72233941.aspx>

Tenders or requests to participate must be submitted electronically via: <https://permalink.mercell.com/72233941.aspx>

Additional information can be obtained from another address:

Official name: Mercell Norge AS

Postal address: Karihaugveien 89

Town: Oslo

NUTS code: NO Norge

Postal code: 1086

Country: Norway

E-mail: support@mercell.com

Internet address(es):

Main address: <https://permalink.mercell.com/72233941.aspx>

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Procurement of a new system for quality assurance, case management and archive.

Reference number: 2017/8604

II.1.2. Main CPV code

48311100 Document management system

II.1.3. Type of contract

Services

II.1.4. Short description

Drammen, Svelvik and Nedre Eiker municipalities shall merge into 1 municipality (called New Drammen) from 1.1.2020. A system shall be procured for case management, archive and quality assurance for the new municipality. The procurement shall be a cloud based system with functions for case management and archiving in accordance with the Noark standard. The system shall be implemented in each of the municipalities from 2018 and be a part of New Drammen from 1.1.2020. Over the course of the implementation, the system shall be used in all the relevant units that will be a part of New Drammen, including the units where the municipalities have an ownership share (municipal companies, inter-municipal companies, etc.).

The number of inhabitants covered by the system is estimated to be approx. 100 000, with an expected increase to 111 000 in the contract period. Per 2017, the inhabitant figures for the 3 municipalities are as follows:

Drammen: 68 363;

Nedre Eiker: 24 718;

Svelvik: 6 653.

II.1.5. Estimated total value

Value excluding VAT: 25 000 000,00 NOK

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

48329000 Imaging and archiving system, 72252000 Computer archiving services, 72317000 Data storage services, 48783000 Content management software package, 48780000 System, storage and content management software package

II.2.3. Place of performance

NUTS code: NO032 Buskerud

II.2.4. Description of the procurement

Svelvik, Nedre Eiker and Drammen municipalities (the Contracting Authority) will be merged from 1.1.2020 and they are working strategically to facilitate the administrative services for the new large municipality. The facilitation of the municipalities' digital platforms and systems is a major and comprehensive sub-project in the merger work. There are clear expectations that the New Drammen municipality shall be a pioneer municipality in digital services and systems in Norway. Strategic and practical organisation of the system portfolio that shall support the service deliveries is a central part of the preparations.

It is in this context that the municipalities would now like to procure a new system for case management, archive and quality assurance.

The procurement shall cover the necessary functionality to operate uniform quality assurance, administrative case management, political meeting and selection proceedings, journalling and archiving documentation in the respective municipalities, inter-municipal cooperation systems, as well as for New Drammen from 1.1.2020.

The contracting authority shall procure a cloud based system with functions for case management and archiving in accordance with the Noark standard. The system shall be connected to the municipalities' middle-ware with the intention of facilitating for integration with pre-systems/trade systems for collecting, maintaining and storing documentation that must be kept.

The system shall, amongst other things, include functionality for:

- Electronic processes in case management,
- Document production, also based on templates,
- Communication and interaction (internally and externally),
- Searches and retrieval,
- Archiving, archive management, cassation, depositing and delivery,
- Meeting and selection proceedings,
- Management, quality assurance and control,
- Approval, signing and encryption of documents,
- Screening, security and access control,
- Flexibility as regards organisational and technological structure,
- Catch of documentation that does not have to be recorded,
- Catch from administrative professions, pre-systems and support systems,
- Making documentation available through an established access system and
- Access to and influence in own cases for inhabitants.

It is important for the Contracting Authority that the new system contributes to case management being more efficient, as well as providing better services. The quality of use is central for the municipalities' users and it is important to ensure widespread use. Good support for registering and archiving shall reduce opportunities for errors. The current pre-systems and

trade systems shall be more closely integrated with the archive systems in order to reduce the number of manual operations. The new system shall enable automatic repeated processes. The procurement also includes services to support the Contracting Authority with the implementation of strategic targets for quality assurance, case management and archiving, including:

- Configuration and facilitation of the system to support the Contracting Authority's guidelines for information management,
- Integration with other systems, including pre-systems and trade systems,
- Migration of historical archives,
- Implementation of the system, and
- Training and second line support.

The different municipalities currently have a certain degree of system support for quality work, but a system shall now be procured for uniform quality assurance work. This means taking care of the municipalities' management, main and support processes, closely integrated with case management and the case management processes.

The number of inhabitants covered by the system is estimated to be approx. 100 000, with an expected increase to 111 000 in the contract period. Per 2017, the inhabitant figures for the 3 municipalities are as follows:

Drammen: 68 363;

Nedre Eiker: 24 718;

Svelvik: 6 653.

See all of the tender documentation, including annexes, for further details and information.

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: 25 000 000,00 NOK

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

Start: 01/01/2018 End: 01/01/2028

This contract is subject to renewal: yes

Description of renewals:

This is a contract for ongoing service procurements and there is no fixed date for when the contract will expire.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

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

This is not a framework agreement, but a contract for ongoing service procurements.

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

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: no

IV.2. Administrative information

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

Date: 26/10/2017 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

Tender must be valid until: 15/01/2018

IV.2.7. Conditions for opening of tenders

Date: 26/10/2017 Local time: 12:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic ordering will be used

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: Drammen kommune

Town: Drammen

Country: Norway

VI.5. Date of dispatch of this notice

22/09/2017