

Norway-Oslo: IT services: consulting, software development, Internet and support

OJ S 210/2016 29/10/2016

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Oslo kommune c/o Utviklings- og kompetanseetaten [City of Oslo, c/o the Agency for Improvement and Development]

National registration number: 971 183 675

Postal address: PB 6538 Etterstad

Town: Oslo

Postal code: 0606

Country: Norway

For the attention of: André Joachim Frank

E-mail: dna-prosjektet@uke.oslo.kommune.no

Telephone: +47 02180

Internet address(es):

Address of the buyer profile: <https://kgv.doffin.no/ctm/Supplier/CompanyInformation/Index/3758>

Electronic access to information: <https://kgv.doffin.no/ctm/Supplier/Documents/Folder/148815>

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

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

I.2. Type of the contracting authority

Regional or local authority

I.3. Main activity

General public services

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description

II.1.1. Title attributed to the contract by the contracting authority

ICT operational services for the city of Oslo.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 7: Computer and related services

Main site or place of performance: Oslo.

NUTS code NO011 Oslo

II.1.3. Information about a framework agreement or a dynamic purchasing system

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

The procurement comprises entering into a new ICT operational agreement for the City of Oslo.

A principal goal of the City of Oslo is to provide residents with a fully digital interface with the City through smarter, more coordinated and universally designed services. The pace of technological development is increasing and the procurement is intended to support current and future needs.

The common denominator is a common, comprehensive ICT platform that will satisfy the ever increasing demand for change, innovation and interaction.

The selected supplier will be encouraged to use its professional expertise, standardised processes and solutions and, through this, contribute to innovation throughout the contract period.

For a more detailed description, see the qualification documentation available at doffin.no.

II.1.6. CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 32400000 Networks, 48000000 Software package and information systems, 50300000 Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment, 51600000 Installation services of computers and office equipment, 64200000 Telecommunications services, 72300000 Data services, 72400000 Internet services, 72410000 Provider services, 72500000 Computer-related services , 72600000 Computer support and consultancy services, 72700000 Computer network services , 72800000 Computer audit and testing services, 72900000 Computer back-up and catalogue conversion services, 79800000 Printing and related services

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.1.8. Lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

The Client currently delivers ICT services to the City's units by the use of external suppliers. Some common ICT services are delivered to all units in the City of Oslo, while at the moment 34 units are integrated in a common ICT platform and make full use of the services on offer in this platform.

It must be taken into account that a larger proportion of the City of Oslo's organisational units are expected to make full use of a common ICT platform by 2018 and 2019.

New operational services agreement will have a duration of 5 years with options on extension of 1 year + 1 year + 1 year + 1 year + 1 year (total of up to 10 years). It is therefore important that the agreement can be adapted over time to changes in:

- the needs of residents and business,
- organisation,

- the businesses' needs,
- character of the delivery,
- volume of the delivery,
- commercial models,
- technological development,
- ICT threat level.

The Contracting Authority shall enter into one operational agreement with one main supplier for operational services. The Client has separate agreements/solutions for IP VPN (network agreement) and systems development. The main supplier will be required to collaborate with these suppliers through coordinating provisions regulated in the agreement.

The Client has a set of service suppliers with underlying delivery functions. The Contracting Authority has primary responsibility for service integration (SIAM).

New suppliers may be able to secure a role in The City of Oslo's helpdesk function. In order to support The City of Oslo's kommune's main goals, the supplier must be represented in Norway during the entire contract period. Dialogue with the Client during the contract period must generally take place in Norwegian, but may also take place in English in the case of specific technical aspects.

All dialogue with the Client's customers during the contract period must take place in Norwegian.

The new operational agreement will contain significant requirements regarding the protection of privacy.

For further information about the scope, see the qualification documentation available at doffin.no.

II.2.2. Information about options

Options: yes

Description of options: There will be options related to the contract period.

Furthermore, options may be requested in regard to the contract scope stated in the associated qualification documentation available at doffin.no.

There may also be requests related to printing and distribution of wages statements etc.

Full details of options will be in the tender documentation that will be sent to all qualified tenderers who are invited to submit tender offers.

II.2.3. Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 5

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: 12 (from the award of the contract)

II.3. Duration of the contract or time limit for completion

Duration in months: 060 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: Requirement:

Tenderers shall be a legally established company

Documentation requirement:

Norwegian companies: Company Registration Certificate

Foreign companies: Verification that the company is registered in a trade index or a register of business enterprises as prescribed by the law of the country where the company is established.

III.2.2. Economic and financial ability

List and brief description of conditions: Requirement:

The tenderer must have the financial capacity to carry out the assignment/contract.

Documentation requirement:

The company's three last sets of annual financial statements, including notes, board of directors' reports and auditor's reports, as well as more recent information of relevance to the company's accounting figures.

The Client reserves the right to obtain credit ratings on its own initiative.

III.2.3. Technical and professional ability

List and brief description of conditions:

Requirement A:

The supplier must have relevant experience from establishing, operating and developing operational services of an equivalent scope and complexity.

Documentation requirement a:

Descriptions of the supplier's up to five most relevant deliveries from the last three years, including information about the nature of the assignment, value, dates, and name of the public or private recipient. Max. 10 (ten) A4 pages in total.

Up to five references are requested. Should the supplier nonetheless provide more references, only the first five provided will be given any weight when evaluating the request.

Requirement B:

The supplier must have good implementation capacity within the areas of establishing, operating and developing operational services. Hereunder:

— the supplier must have personnel within the relevant categories of expertise such that the three areas mentioned above are supported.

Documentation requirement B:

Description of the supplier's technical personnel or the technical units the supplier has at its disposal for fulfilment of the contract, whether they belong to the company or not. The description must contain overviews of the relevant categories of expertise, including the number of resources, and illustrate how this expertise supports the supplier's operational services. Maximum 5 (five) A4 pages.

CVs must not be enclosed as part of the documentation for this qualification requirement.

Requirement C:

The supplier must have a documented and functional quality assurance system to which it

complies.

Documentation requirement C:

A description of quality assurance methods. Max. 2 (two) A4 pages.

Requirement D:

The supplier must have a management system for information security based on a recognised framework for ICT security, ISO 27001 or equivalent.

Documentation requirement D:

A description of the management system for information security, copies of proof of certification or documentation of equivalent quality assurance measures. Max. 5 (five) A4 pages.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. 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: no

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Negotiated

Some candidates have already been selected (if appropriate under certain types of negotiated procedures) no

IV.1.2. Information about the limits on the number of candidates to be invited

Envisaged minimum number 3: and Maximum number 5

Objective criteria for choosing the limited number of candidates: The Client will invite a minimum of three and a maximum of five suppliers who best fulfil the technical/professional qualification requirements in respect to experience and implementation capacity (cf. Requirement A And B), to submit tenders.

IV.1.3. 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 yes

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

201600092

[2016/S 168-303285](#)

[2016/S 014-020988](#)

IV.3.2. Previous publication concerning this procedure

Prior information notice

Notice number in the OJ S: [2016/S 168-303285](#) of 1.9.2016

Other previous publications

Notice number in the OJ S: [2016/S 014-020988](#) of 21.1.2016

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Payable documents: no

IV.3.4. Time limit for receipt of tenders or requests to participate

28.11.2016 - 12:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

26.1.2017

IV.3.6. Languages in which tenders or requests to participate may be submitted

Other: Norwegian.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

IV.3.8. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.3. Additional information

See the attached qualification documentation An English version of the qualification documentation will be available at doffin.no by 27 October at the latest.

VI.4. Procedures for review

VI.4.1. Review body

VI.4.2. Review procedure

VI.4.3. Service from which information about the review procedure may be obtained

VI.5. Date of dispatch of this notice

27.10.2016