

**Norway-Bergen: Software supply services**

OJ S 210/2016 29/10/2016

Contract notice

Services

Directive 2004/18/EC

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Helse Vest Innkjøp HF [The Regional Health Authority West, Procurements]

National registration number: 915536255

Postal address: Postboks 2334

Town: Bergen

Postal code: 5867

Country: Norway

For the attention of: Hroar Berge

E-mail: [hroar.berge@helse-vest-innkjop.no](mailto:hroar.berge@helse-vest-innkjop.no)

Telephone: +47 98269131

**Internet address(es):**Address of the buyer profile: <https://kgv.doffin.no/ctm/Supplier/CompanyInformation/Index/63879>Electronic access to information: <https://kgv.doffin.no/ctm/Supplier/Documents/Folder/148966>**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**

Body governed by public law

**I.3. Main activity**

Health

**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**

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**II.1. Description****II.1.1. Title attributed to the contract by the contracting authority**

Project Vel Møtt [Well Met] — self-service systems for patients at the hospital.

**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: Bergen, Norway.

NUTS code NO05 Vestlandet

### **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)**

Project Well Met — Self-service systems for patients at the hospital. The procurement consists of lots (1) System support to find the way to the hospital and meeting place, (2) The patient's self-service for check-in and settlement/payment and (3) Control of patient flow and resources. The objective of the procurement is to offer the patients self-service systems through continuity of patient care with focus on preparation for consultation, meeting at the hospital, finding the way to the hospital, execution of the consultation as well as payment and finalisation of the consultation. The system(s) shall contribute to improving the facilitation of practical information to patients and to being more efficient by freeing up commercial employees' time.

### **II.1.6. CPV code(s)**

72268000 Software supply services, 72000000 IT services: consulting, software development, Internet and support, 72100000 Hardware consultancy services, 72200000 Software programming and consultancy services, 72220000 Systems and technical consultancy services, 72230000 Custom software development services, 72260000 Software-related services, 75100000 Administration services, 85100000 Health services, 30200000 Computer equipment and supplies

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

The procurement is covered by the Government Procurement Agreement: no

### **II.1.8. Lots**

This contract is divided into lots: yes  
Tenders may be submitted for one or more lots

### **II.1.9. Information about variants**

Variants will be accepted: no

## **II.2. Scope of the procurement**

### **II.2.1. Total quantity or scope**

Estimated to be between 20 000 000 NOK — 60 000 000 NOK.

### **II.2.2. Information about options**

Options: no

### **II.2.3. Information about renewals**

This contract is subject to renewal: yes

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

Start 2.5.2017. Completion 2.5.2019

Information about lots

Lot No: 1

Lot title: System support to find the way to the hospital and meeting place

### **1) Short description**

Solutions to find the way to the hospital and to help the patient quickly find the way to their

waiting zone. It will assist in both creating safety for the patient as well as assisting in the patient presenting at the correct location at the correct time.

**2) CPV code(s)**

72268000 Software supply services, 72000000 IT services: consulting, software development, Internet and support, 72100000 Hardware consultancy services, 72200000 Software programming and consultancy services, 72220000 Systems and technical consultancy services, 72230000 Custom software development services, 72260000 Software-related services, 75100000 Administration services, 85100000 Health services, 30200000 Computer equipment and supplies

**3) Quantity or scope**

**4) Indication about different time frame or duration**

**5) Additional information about lots**

Lot No: 2

Lot title: The patient's self-service for check-in and settlement/payment

**1) Short description**

Systems for self-service check-in where the patient/next of kin shall have the possibility to report their arrival without having to go to reception, as well as executing payment when the patient's activities for the day are executed.

**2) CPV code(s)**

30200000 Computer equipment and supplies, 72000000 IT services: consulting, software development, Internet and support, 72100000 Hardware consultancy services, 72200000 Software programming and consultancy services, 72220000 Systems and technical consultancy services, 72230000 Custom software development services, 72260000 Software-related services, 72268000 Software supply services, 75100000 Administration services, 85100000 Health services

**3) Quantity or scope**

**4) Indication about different time frame or duration**

**5) Additional information about lots**

Lot No: 3

Lot title: Management of patient flow and resources

**1) Short description**

System(s) that shall cover the following need:

- Ensure good patient flow and assist correct prioritisation and use of the hospital's resources.
- Facilitation of cross discipline cooperation and communication.
- Give the possibility of safeguarding the individual patient with particular focus on patients with progress across specialist-departments/systems.

**2) CPV code(s)**

72268000 Software supply services, 72000000 IT services: consulting, software development, Internet and support, 72100000 Hardware consultancy services, 72200000 Software programming and consultancy services, 72220000 Systems and technical consultancy services, 72230000 Custom software development services, 72260000 Software-related services, 75100000 Administration services, 85100000 Health services, 30200000 Computer equipment and supplies

- 3) Quantity or scope
- 4) Indication about different time frame or duration
- 5) Additional information about lots

### **Section III: Legal, economic, financial and technical information**

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#### **III.1. Conditions related to the contract**

##### **III.1.1. Deposits and guarantees required**

Will be in the tender documentation.

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

Will be in the tender documentation.

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

Will be in the tender documentation.

##### **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: See the qualification documentation.

##### **III.2.2. Economic and financial ability**

List and brief description of conditions: See the qualification documentation.

##### **III.2.3. Technical and professional ability**

List and brief description of conditions:  
See the qualification documentation.

##### **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**

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#### **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 number of candidates: 8

Objective criteria for choosing the limited number of candidates: Max. eight tenderers per lot.  
See the qualification documentation regarding the selection criteria.

**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**

2016-483

**IV.3.2. Previous publication concerning this procedure**

**Prior information notice**

Notice number in the OJ S: [2016/S 093-168058](#) of 12.5.2016

**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**

2.12.2016 - 15:00

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

19.12.2016

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

Danish. English. Swedish.

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**

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**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**

**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