

**Norway-Hønefoss: Software-related services**

OJ S 123/2023 29/06/2023

**Contract notice****Services****Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

---

**I.1. Name and addresses**

Official name: STATENS KARTVERK  
National registration number: 971040238  
Postal address: Kartverksveien 21  
Town: HØNEFOSS  
NUTS code: NO Norge  
Postal code: 3507  
Country: Norway  
E-mail: [caroline.kjennerud@kartverket.no](mailto:caroline.kjennerud@kartverket.no)  
Telephone: +47 32118000

**Internet address(es):**

Main address: <https://permalink.mercell.com/201852956.aspx>  
Address of the buyer profile: <http://www.kartverket.no/>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://permalink.mercell.com/201852956.aspx>  
Additional information can be obtained from the abovementioned address  
Tenders or requests to participate must be submitted electronically via: <https://permalink.mercell.com/201852956.aspx>

**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

**Section II: Object**

---

**II.1. Scope of the procurement****II.1.1. Title**

Procurement of an assistance and maintenance contract for MS Dynamics 365 and associated integrations and third party systems  
Reference number: 23/21986

**II.1.2. Main CPV code**

72260000 Software-related services

**II.1.3. Type of contract**

Services

#### **II.1.4. Short description**

The Norwegian Mapping Authority would like to enter into a contract for maintenance and consultancy services connected to MS Microsoft Dynamics 365 CRM.

#### **II.1.5. Estimated total value**

Value excluding VAT: 4 000 000,00 NOK

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

This contract is divided into lots: no

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

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

48000000 Software package and information systems, 72227000 Software integration consultancy services, 72261000 Software support services, 72262000 Software development services, 72266000 Software consultancy services, 72267000 Software maintenance and repair services

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

NUTS code: NO Norge

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

The Norwegian Mapping Authority (hereafter called the contracting authority) would like to enter into a contract for maintenance and consultancy services connected to MS Microsoft Dynamics 365 CRM. Two separate contracts will be signed in order to ensure sufficient regulation of both the maintenance service and the consultancy services. Both the contracts will be signed with one and the same tenderer.

The maintenance contract will be for the existing MS Microsoft Dynamics 365 CRM installations with associated integrations and third party systems. The contract will ensure that the contracting authority has the desired support/user support and operational security, and that there are requirements for a good and well-functioning customer support centre.

Tenderers must offer a fixed monthly price for providing the maintenance service. For further information on the content and the requirements for the maintenance service see SSA V-Annex 1 in particular.

The assistance contract concerns assistance in the form of consultancy services - specifically expertise within development - on MS Microsoft Dynamics 365 CRM systems and relevant additional functions. The contract will cover both adaptations, changes, and/or development based on the contracting authority's needs. The need for the procurement of services will vary a lot during the year and from year to year. The contract does not include any procurement obligations from the contracting authority's side in the contract period, but the estimate is that the contract will be used for 200-300 hours a year. Any need for expansions/development projects will come in addition to the estimated number of hours. For further information on the content and the requirements for the consultancy services see SSA-B - Annex 1 in particular. See the tender documentation and annexes for further information on the need and the requirements set for the services.

#### **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: 4 000 000,00 NOK

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

Start: 13/09/2023 End: 13/09/2025

This contract is subject to renewal: no

## **II.2.10. Information about variants**

Variants will be accepted: no

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

Options: yes

Description of options:

The contracting authority has an option to extend the contract on the same terms for 2 + 2 years so that the total possible contract length is 6 years.

## **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:

1.1.1 Tenderers must be registered in a trade register or company register.

A company registration certificate issued by the Brønnøysund Register Centre must be presented as documentation. See the tender documentation and the ESPD form for further information.

### **III.1.2. Economic and financial standing**

List and brief description of selection criteria:

1.2.1 Tax certificate - Norwegian tenderers must have their tax, employer contributions and VAT payments in order.

The requirement must be documented by submitting a tax certificate. The tax certificate must not be older than 6 months. See the tender documentation and the ESPD form for further information.

1.2.2 Tenderers must have sufficient economic and financial capacity to fulfil the contract. Creditworthiness with no requirement for guarantees will be sufficient to meet the requirement. The requirement must be documented with a credit rating based on the last known fiscal figures. See the tender documentation and the ESPD form for further information.

Minimum level(s) of standards possibly required:

All the qualification requirements must be fulfilled.

### **III.1.3. Technical and professional ability**

List and brief description of selection criteria:

1.3.1 Tenderers must have experience from comparable assignments.

Tenderers must present a description of the tenderer's up to 3 most relevant assignments in the last 3 years. The description must include information on the assignment's value, date and recipient. It is the tenderer's responsibility to confirm relevance through the description. See the tender documentation and the ESPD form for further information.

1.3.2 Tenderers must have a good and well-functioning quality assurance system for the services that will be provided. Statement regarding the supplier's quality assurance/ management system(s), Alternatively copies of the system certificate issued by accredited certification organisations or equivalent documentation can be submitted. See the tender documentation and the ESPD form for further information.

Minimum level(s) of standards possibly required:  
All the qualification requirements must be fulfilled.

## **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: 16/08/2023 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: 31/10/2023

#### **IV.2.7. Conditions for opening of tenders**

Date: 16/08/2023 Local time: 12:00

## **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: Oslo tingrett

Postal address: Postboks 2106 Vika

Town: Oslo

Postal code: 0125

Country: Norway

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

24/06/2023

