

**Norway-Oslo: Systems and technical consultancy services**  
**OJ S 124/2023 30/06/2023**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Utdanningsdirektoratet

National registration number: 970018131

Postal address: Schweigaardsgate 15b

Town: OSLO

NUTS code: NO Norge

Postal code: 0135

Country: Norway

Contact person: Morten Dejgaard Tobiasen

E-mail: [morten.dejgaard.tobiasen@udir.no](mailto:morten.dejgaard.tobiasen@udir.no)

**Internet address(es):**

Main address: <https://permalink.mercell.com/202804677.aspx>

Address of the buyer profile: <http://www.udir.no/>

**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**

Education

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**Section II: Object**

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

**II.1.1. Title**

New helpdesk system (IT Service Management Software)

Reference number: 2023/2904

**II.1.2. Main CPV code**

72220000 Systems and technical consultancy services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

The purpose of the procurement is to procure and implement a new helpdesk system for the Norwegian Directorate for Education and Training within user support, support and problem solving. The system will help to improve the handling of enquiries, incidents and problems. The system must be cloud-based without the need for local installation.

The helpdesk system will allow for good information during the processing of cases, both for users and those handling the cases. It will log cases and solutions so that statistics and

reports can be extracted, which in turn can provide input for improvements in the form of various measures/projects/changes.

The system will be based on the ITIL framework and Incident Management and will initially be used by the internal ICT operations and internal legal departments. It may be possible to roll out the system to other departments at a later time. There is an option to extend the licence for this purpose.

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

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 3 500 000,00 NOK

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

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

48219300 Administration software package, 48311000 Document management software package, 48311100 Document management system, 48333000 Contact management software package, 48445000 Customer Relation Management software package, 72221000 Business analysis consultancy services, 72222000 Information systems or technology strategic review and planning services, 72223000 Information technology requirements review services, 72225000 System quality assurance assessment and review services

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

NUTS code: NO Norge

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

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The helpdesk system will allow for good information during the processing of cases, both for users and those handling the cases. It will log cases and solutions so that statistics and reports can be extracted, which in turn can provide input for improvements in the form of various measures/projects/changes.

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#### **II.2.5. Award criteria**

Quality criterion - Name: Quality and functionality / Weighting: 30

Quality criterion - Name: Technical requirements and SLA / Weighting: 30

Quality criterion - Name: Information security, personal protection, and universal design / Weighting: 20

Price - Weighting: 20

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

Options: yes

Description of options:

The contracting authority can take up an option for expanded use of the system is required.

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The contracting authority may, if necessary, take up an option for consultancy services from the tenderer in connection with any extensions of the system when options 01- 03 are taken up.

#### **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 IV: Procedure**

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#### **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.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2023/S 086-263833](#)

##### **IV.2.8. Information about termination of dynamic purchasing system**

##### **IV.2.9. Information about termination of call for competition in the form of a prior information notice**

### **Section V: Award of contract**

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#### **Title:**

New helpdesk system (IT Service Management Software)

A contract/lot is awarded: yes

#### **V.2. Award of contract**

##### **V.2.1. Date of conclusion of the contract**

27/06/2023

##### **V.2.2. Information about tenders**

Number of tenders received: 8

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 8

The contract has been awarded to a group of economic operators: no

##### **V.2.3. Name and address of the contractor**

Official name: Topdesk Norge AS

Postal address: Strandveien 55

Town: OSLO  
NUTS code: NO081 Oslo  
Postal code: 1366  
Country: Norway  
The contractor is an SME: yes

**V.2.4. Information on value of the contract/lot**

Total value of the contract/lot: 3 500 000,00 NOK

**V.2.5. Information about subcontracting**

**Section VI: Complementary information**

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**VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: Oslo tingrett

Town: Oslo

Country: Norway

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

27/06/2023