

Norway-Oslo: Software package and information systems
OJ S 215/2016 08/11/2016
Contract award 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: Tale Rønne

E-mail: tale.ronne@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/139919>

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

New Service Management Tool as a service.

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 (DPS)

II.1.4. Short description of the contract or purchase(s)

The aim of the procurement is to give Oslo municipality a modern SMT that shall replace the current system, which is Remedy 7.6.04. The current system is expensive to administer and experience says it is not very user friendly. The service that shall be procured shall therefore

have an operational and management model that is cost efficient and it is facilitate future needs connected to Service Management in the Agency for Improvement and Development (UKE) and Oslo municipality. The service shall include operation (include operational environment) and maintenance of the tool in accordance with the given SLA requirements. The system that UKE procures shall be user friendly. Changes and configuration shall be flexible and UKE shall be able to configure the tool. It shall be possible to have self-service, knowledge sharing and uniform customer orientated Service Management.

The SMT shall support work processes and give an efficient tool for following-up error messages, reporting and SLA follow-up with suppliers and customers.

The service shall also:

- Use Singel Sign On (SSO) with support for authentication with Active Directory or another LDAP based method.
- Support integrations with joint components in Oslo municipality.
- Provide tool support to administer suppliers and the services they provide via a contract follow-up tool.

II.1.5. CPV code(s)

48000000 Software package and information systems, 72000000 IT services: consulting, software development, Internet and support

II.1.6. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Negotiated with a call for competition

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of

1. Total costs. Weighting 30
2. User friendliness and functionality. Weighting 40
3. Assignment comprehension and establishment project. Weighting 25
4. Functionality and SLA level. Weighting 5

IV.2.2. Information about electronic auction

IV.3. Administrative information

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

201500860

IV.3.2. Previous publication concerning this procedure

Prior information notice

Notice number in the OJ S: [2016/S 014-020988](#) of 20.1.2016

Contract notice

Section V: Award of contract

Contract No: 1

Lot No: 1

- Lot title: New Service Management Tool as a service.

V.1. Date of conclusion of the contract

22.9.2016

V.2. Information about tenders

Number of tenders received: 6

V.3. Name and address of the contractor

Official name: Manag-E Norge AS

National registration number: 893278222

Postal address: Skysstasjon 11b

Town: Asker

Postal code: 1373

Country: Norway

V.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot:

Value: 41 000 000 NOK

excluding VAT

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Section VI: Complementary information

VI.1. Information about European Union funds

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

VI.2. Additional information

Information about the contract value is estimated based on the current use of licenses. This may change during the agreement period.

VI.3. Procedures for review

VI.3.1. Review body

VI.3.2. Review procedure

VI.3.3. Service from which information about the review procedure may be obtained

VI.4. Date of dispatch of this notice

4.11.2016