

**Norway-Oslo: Helpdesk services**  
**OJ S 194/2017 10/10/2017**  
**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: Direktoratet for økonomistyring

National registration number: 986 252 932

Postal address: Postboks 7154

Town: Oslo

NUTS code: NO043 Rogaland

Postal code: 0130

Country: Norway

Contact person: Jostein Rolandsen

E-mail: [jostein.rolandsen@dfø.no](mailto:jostein.rolandsen@dfø.no)

Telephone: +47 93268170

**Internet address(es):**

Main address: <http://www.dfø.no>

Address of the buyer profile: <https://kgv.doffin.no/ctm/Company/CompanyInformation/Index/3516>

**I.4. Type of the contracting authority**

National or federal agency/office

**I.5. Main activity**

General public services

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**Section II: Object**

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

**II.1.1. Title**

Virtual assistant, artificial intelligence.

Reference number: 17/340

**II.1.2. Main CPV code**

72253100 Helpdesk services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

DFØ needs a virtual assistant that can help final users of our services with questions and challenges connected to our self-service systems, 24 hours a day.

**II.1.6.**

## **Information about lots**

This contract is divided into lots: no

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

Value excluding VAT: 3 200 000,00 NOK

## **II.2. Description**

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

NUTS code: NO043 Rogaland

NUTS code: NO011 Oslo

Main site or place of performance: DFØ's premises in Stavanger.

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

DFØ needs a virtual assistant who can help final users of our services with questions and challenges connected to our self-service systems.

We would mainly like an automated chat system, with artificial intelligence, which can answer questions from final users of DFØ's services, 24 hours a day. In order to maintain and improve final users' experiences, it is necessary to have to separate manual chat system behind the automated chat. DFØ does not want a manual chat system without artificial intelligence.

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

Price

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

Options: yes

Description of options:

Options on duration: 1 year + 1 year.

### **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: [2017/S 147-305740](#)

#### **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**

The contracting authority will not award any further contracts based on the above prior information notice

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

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**Contract No:** 1

**Title:**

Virtual assistant, artificial intelligence

A contract/lot is awarded: yes

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

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

04/10/2017

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

Number of tenders received: 5

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 5

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

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

Official name: Boost ai AS

Town: Stavanger

NUTS code: NO043 Rogaland

Postal code: 4031

Country: Norway

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 5 000 000,00 NOK

Total value of the contract/lot: 3 200 000,00 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: DFØ

Town: Stavanger

Country: Norway

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

06/10/2017