

**Norway-Trondheim: IT services: consulting, software development, Internet and support**

OJ S 126/2023 04/07/2023

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Lånekassen

National registration number: 960885406

Postal address: Fakturamottak DFØ

Town: TRONDHEIM

NUTS code: NO Norge

Postal code: 7468

Country: Norway

Contact person: Tone Karlsen

E-mail: [tone.karlsen@lanekassen.no](mailto:tone.karlsen@lanekassen.no)

Telephone: +47 21704000

**Internet address(es):**Main address: <https://permalink.mercell.com/206883436.aspx>**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://permalink.mercell.com/206883436.aspx>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://permalink.mercell.com/206883436.aspx>**I.4. Type of the contracting authority**

National or federal agency/office

**I.5. Main activity**

General public services

**Section II: Object**

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

ICT - consulting services

Reference number: 2023/466

**II.1.2. Main CPV code**

72000000 IT services: consulting, software development, Internet and support

**II.1.3. Type of contract**

Services

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

Parallel framework agreements will be signed for ICT consulting services. The procurement is split into 8 fields and tenders can be submitted for one or more of the fields.

Parallel framework agreements will be signed with 3-5 tenderers within each of the 8 fields. If there are fewer tenders than 3 per field, Lånekassen reserves the right to enter into fewer than 3 framework agreements per field, provided that the tenders fulfil the requested requirements in a satisfactory way.

The fields in which 3-5 parallel framework agreements will be signed are Architecture, DevOps and application operation, System development and testing, Ui, UX, and service design, Data and information management, IT security, IT operations and infrastructure, and Project management.

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

Value excluding VAT: 280 000 000,00 NOK

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

This contract is divided into lots: yes

Tenders may be submitted for all lots

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

#### **II.2.1. Title**

1 - Architecture

Lot No: 1

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

72100000 Hardware consultancy services, 72200000 Software programming and consultancy services, 72300000 Data services, 72400000 Internet services, 72500000 Computer-related services, 72600000 Computer support and consultancy services, 72700000 Computer network services, 72800000 Computer audit and testing services, 72900000 Computer back-up and catalogue conversion services

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

NUTS code: NO081 Oslo

NUTS code: NO060 Trøndelag

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

Lånekassen currently has a system portfolio consisting of a self-developed core system and standard systems. Lånekassen has also structurally worked for many years with information and data modelling and information architecture, and is in the process of establishing a separate data platform that will be important for this field.

The core system is based on SOA architecture consisting of many modules and services with both backend and frontend systems. The system is developed on a Microsoft platform with Windows Server, .NET, SQL Server, BizTalk, the rule engine InRule, and Public 360. Recent parts of the system are built on Azure Kubernetes Services, with the use of several Azure PaaS components and an increasing degree of self-developed components where adaptations to standard components were previously made.

Competence requirements, see the requirements specification 1 - architecture.

#### **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**

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

Duration in months: 48

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: no

## **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**

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

#### **II.2.1. Title**

2 - DevOps and application operation

Lot No: 2

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

72000000 IT services: consulting, software development, Internet and support

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

NUTS code: NO081 Oslo

NUTS code: NO060 Trøndelag

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

The application operation in Lånekassen consists of a team with DevOps, cloud technologies, and DBAs.

The application operation contributes with everything from establishing necessary infrastructure and tools to making established systems more efficient as regards integrity, security, economy, and performance in our cloud systems. The main focus is secure and stable operation of our digital systems with high requirements for stability, performance, and security. It is important for us to find efficient solutions to complex problems, and application operation is the driving force for simplification and automation.

Competence requirements, see the requirements specification 2 - DevOps and application operation.

#### **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**

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

Duration in months: 48

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: no

### **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**

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

##### **II.2.1. Title**

3 – System development and testing  
Lot No: 3

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

72000000 IT services: consulting, software development, Internet and support

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

NUTS code: NO081 Oslo  
NUTS code: NO060 Trøndelag

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

Competence requirements, see the requirements specification 3 - system development and testing.

##### **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**

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

Duration in months: 48  
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: no

### **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**

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

##### **II.2.1. Title**

4 - UI, UX and service design  
Lot No: 4

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

72000000 IT services: consulting, software development, Internet and support

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

NUTS code: NO081 Oslo

NUTS code: NO060 Trøndelag

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

Competence requirements, see the requirements specification 4 - UX and service design.

### **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**

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

Duration in months: 48

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: no

### **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**

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

#### **II.2.1. Title**

5 - Data and information management

Lot No: 5

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

72000000 IT services: consulting, software development, Internet and support

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

NUTS code: NO081 Oslo

NUTS code: NO060 Trøndelag

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

Lånekassen has established a data platform in accordance with the principles in Microsoft's reference architecture, Cloud Scale Analytics. We need consultants who can develop Lånekassen as a data-run entity by making data available and using it so that we can easily get an overview, see connections and needs for action.

The field will include a need for competence in development and management of a computer warehouse and data products. Model building to support Lånekassen's insight work and for use in our production systems.

Competence requirements, see requirements specification 5 - data and information management.

#### **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**

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

Duration in months: 48

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: no

### **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**

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

##### **II.2.1. Title**

6 - IT security

Lot No: 6

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

72000000 IT services: consulting, software development, Internet and support

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

NUTS code: NO081 Oslo

NUTS code: NO060 Trøndelag

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

As a fully digital entity, our information values are mainly digital. This involves digital interaction with third parties and sourcing partners, digital communication with customers, digitalised and automated case management, and digitalisation of administrative assignments and processes.

The competence need spans different security domains, and there are therefore different contests for strategic assistance, operative and tactical assistance, and security testing.

##### **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**

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

Duration in months: 48

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: no

### **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**

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

##### **II.2.1. Title**

7 - IT Operations and infrastructure  
Lot No: 7

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

72000000 IT services: consulting, software development, Internet and support

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

NUTS code: NO081 Oslo  
NUTS code: NO060 Trøndelag

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

Lånekassen can, at times, need external assistance for user support and the operation of infrastructure and standard IT systems (services close to the client). IT user support and IT operation are responsible for the follow-up of external operations providers, and provide different services to Lånekassen's employees.

Lånekassen has separate 1st line user support and there are a number of other SaaS services (archive system, video conference, recruitment, questionnaires, etc..) that are handled in separate contracts outside the operations contract.

Competence requirements, see the requirements specification 7 - operation and user support.

##### **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**

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

Duration in months: 48  
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: no

### **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**

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

**II.2.1. Title**

8 - Project management

Lot No: 8

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

72000000 IT services: consulting, software development, Internet and support

**II.2.3. Place of performance**

NUTS code: NO081 Oslo

NUTS code: NO060 Trøndelag

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

The project managers in the IT field in Lånekassen carry out small and large projects within all fields. The projects can also have a greater or lesser degree of change management, organisation improvements, and cooperation across different departments in Lånekassen and with external entities. Project management in Lånekassen is about having progress responsibility for the assignment and control of the parameters time, cost, quality, scope, benefit, and risk for the project being managed.

Competence requirements - see the requirements specification 8 - project management.

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

Duration in months: 48

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: no

**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**

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**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:

Requirement:

Tenderers must be registered in a company register, professional register or a trade register in the country where the tenderer is established.

Documented by:

Norwegian companies: Company registration certificate

Foreign companies: Verification showing that the tenderer is registered in a company register, professional register or a commerce register in the country where the tenderer is established.

Requirement

Tenderers must have their tax and VAT payments in order.

Documented by:

Tax certificate

VAT certificate

## 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.2.2. Time limit for receipt of tenders or requests to participate

Date: 18/09/2023 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: 18/12/2023

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

Date: 18/09/2023 Local time: 12:00

## Section VI: Complementary information

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### 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: C. J. HAMBROS plass 4

Town: OSLO

Postal code: 0164

Country: Norway

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

29/06/2023

