

Norway-Oslo: Sale of travel tickets and package tours services

OJ S 129/2023 07/07/2023

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

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Det Norske Teatret

National registration number: 921 196 164

Postal address: Kristian IVsg 8

Town: Oslo

NUTS code: NO081 Oslo

Postal code: 0164

Country: Norway

Contact person: Thine Sletbakk Bugge

E-mail: thine.sletbakk@detnorsketeatret.no

Telephone: +47 40036173

Internet address(es):Main address: <https://www.detnorsketeatret.no>Address of the buyer profile: <https://eu.eu-supply.com/ctm/Company/CompanyInformation/Index/361900>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: http://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=373447&B=KGVLIGHT

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: http://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=373447&B=KGVLIGHT

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Recreation, culture and religion

Section II: Object

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

Ticketing system for Det Norske Teatret

Reference number: DNT ted 1/2023

II.1.2. Main CPV code

63512000 Sale of travel tickets and package tours services

II.1.3. Type of contract

Services

II.1.4. Short description

The purpose of the procurement is to enter into an agreement with a single professional supplier covering delivery and operation of a cloud-based system for ticket sales and a CRM solution for the collection, analysis and strategic use of customer data.

Det Norske Teatret will have access to the current ticketing system until April 2024.

Accordingly, signature of any agreement relating to a new ticketing system will be conditional on confirmation from the supplier that implementation of the new solution can be completed by April 2024. See the award criteria for further details.

Det Norske Teatret is therefore looking for an innovative and knowledgeable partner to supply an “off-the-shelf” dynamic ticketing system capable of meeting constantly evolving market demands. The ticketing system must offer integrated CRM functionality or include a system that supports simple integration with functions and systems required at any given time.

II.1.5. Estimated total value

Value excluding VAT: 4 500 000,00 NOK

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

22459000 Tickets, 48480000 Sales, marketing and business intelligence software package, 79342320 Customer-care services, 79342300 Customer services, 79342200 Promotional services, 48445000 Customer Relation Management software package, 72212480 Sales, marketing and business intelligence software development services

II.2.3. Place of performance

NUTS code: NO081 Oslo

Main site or place of performance: Det Norske Teatret

II.2.4. Description of the procurement

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Det Norske Teatret is therefore looking for an innovative and knowledgeable partner to supply an “off-the-shelf” dynamic ticketing system capable of meeting constantly evolving market demands.

The ticketing system must offer integrated CRM functionality or include a system that supports simple integration with functions and systems required at any given time.

The anticipated sale volume is approximately 250,000 tickets a year.

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: 4 500 000,00 NOK

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

Duration in months: 66

This contract is subject to renewal: yes

Description of renewals:

The contract period is presented as time from contract signature until delivery of technical solution by April 2024 (6 months) and then operations for 5 years (60 months). Thereafter option to extend for 1+1 years.

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

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:

See tender documentation.

III.1.2. Economic and financial standing

List and brief description of selection criteria:

See tender documentation.

Minimum level(s) of standards possibly required:

See tender documentation.

III.1.3. Technical and professional ability

List and brief description of selection criteria:

See tender documentation.

Minimum level(s) of standards possibly required:

See tender documentation.

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

See tender documentation.

III.2.3. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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: 01/09/2023 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

English, Norwegian

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 30/11/2023

IV.2.7. Conditions for opening of tenders

Date: 01/09/2023 Local time: 12:00

Place:

Det Norske Teatret

Information about authorised persons and opening procedure: The project team led by Thine Sletbakk Bugge.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic invoicing will be accepted

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Klagenemnda for offentlige anskaffelser (KOFA)

Postal address: Postboks 511 sentrum

Town: Bergen

Postal code: 5805

Country: Norway

E-mail: post@knse.no

Telephone: +47 55193000

Internet address: <https://www.kofa.no>

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

See www.kofa.no

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Klagenemnda for offentlige anskaffelser (KOFA)

Postal address: Postboks 511 sentrum

Town: Bergen

Postal code: 5805

Country: Norway

E-mail: post@knse.no

Telephone: +47 55193000

Internet address: <https://www.kofa.no>

VI.5. Date of dispatch of this notice

04/07/2023