

**Norway-Haugesund: Computer-related management services**

OJ S 142/2022 26/07/2022

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

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Karmsund Havn (KH)

National registration number: 963 706 820

Postal address: Postboks 186

Town: Haugesund

NUTS code: NO0A1 Rogaland

Postal code: 5501

Country: Norway

Contact person: Martin Hauge

E-mail: [mlh@karmsund-havn.no](mailto:mlh@karmsund-havn.no)

Telephone: +47 47339700

**Internet address(es):**Main address: <https://karmsundhavn.no/>Address of the buyer profile: <https://eu.eu-supply.com/ctm/Company/CompanyInformation/Index/354863>**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=337527&B=KGVLIGHT](http://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=337527&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=337527&B=KGVLIGHT](http://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=337527&B=KGVLIGHT)

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

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

Other type: Inter-municipal enterprise (IKS)

**I.5. Main activity**

General public services

**Section II: Object**

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

Procurement of IT operational services

Reference number: 2022/1087

**II.1.2. Main CPV code**

72510000 Computer-related management services

### **II.1.3. Type of contract**

Services

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

The contracting authority would like to enter into a contract with an operational services provider who can take responsibility for the operation, support and user support of the entire IT infrastructure in the company. The aim of the procurement is to enter into a contract with one turnkey provider that can ensure effective and user-friendly and secure IT operations in order to contribute to the Contracting Authority being best equipped to achieve their needs and key ambitions. The tenderer must be a full-service provider of IT operations and shall carry out complete delivery, including start-up, seamless transition from the existing systems and solutions, services, response times and preparedness.

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

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

This contract is divided into lots: no

## **II.2. Description**

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

72500000 Computer-related services, 72514000 Computer facilities management services

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

NUTS code: NO Norge

Main site or place of performance: Nationwide in Norway

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

The contracting authority would like to enter into a contract with an operational services provider who can take responsibility for the operation, support and user support of the entire IT infrastructure in the company. The aim of the procurement is to enter into a contract with one turnkey provider that can ensure effective and user-friendly and secure IT operations in order to contribute to the Contracting Authority being best equipped to achieve their needs and key ambitions. The tenderer must be a full-service provider of IT operations and shall carry out complete delivery, including start-up, seamless transition from the existing systems and solutions, services, response times and preparedness.

### **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: 24

This contract is subject to renewal: no

### **II.2.9. Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 3

### **II.2.10. Information about variants**

Variants will be accepted: no

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

Options: yes

Description of options:

The contract can be extended for a further 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 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:

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

- Norwegian companies: Company Registration Certificate
- Foreign companies: Verification that the tenderer is registered in a company register, professional register or a trade register in the country where the tenderer is established.

#### **III.1.2. Economic and financial standing**

List and brief description of selection criteria:

Tenderers must have an economic and financial standing that makes it able to fulfil its contractual obligations throughout the entire contractual period. Creditworthiness with no requirement for guarantees will be sufficient to meet the requirement.

- A credit rating based on the most recent financial figures. The rating must be carried out by a credit rating agency with a licence to provide such service.

#### **III.1.3. Technical and professional ability**

List and brief description of selection criteria:

The tenderer must have good capacity and competence for the delivery of IT operations services.

- Overview of the tenderer's organisation with emphasis on organisation units that are relevant and the combined resources the tenderer has at their disposal.
- Overview of personnel that can be assigned to fulfil the contract, distributed among the applicable subject areas, competence and experience level and any relevant certifications for the applicable solutions and technologies.
- If the tenderer intends to use the capacity of other companies to fulfil the requirement, a signed commitment statement from them must be presented.
- There must be a specification of which resources (the number of employees as well as a statement of relevant competence/experience) belong to the tenderer and which belong to other companies.

The tenderer shall have experience from a minimum of 3 similar assignments during the last 3 years:

- A description of the tenderer's three most relevant assignments during the last three years. With relevant assignments means support and user support for the entire IT infrastructure of the references.
- The value, dates and duration of the assignment
- Contracting authority (name, contact information)
- Description of operational services that are included in the delivery

- Description of why the Tenderer considers the reference relevant to this procurement
- The Tenderer may do this by including documentation on the skill or experience of the personnel that can be used for this project, including skills or experience that has been acquired while the personnel was in the service of another employer. Emphasis is put on the fact that it is the company's qualifications that will be assessed here. There will not therefore be any specific assessment of individual persons' competence. This will be carried out for the award evaluation in the actual contest. It must be clear which deliveries are references for the main supplier, and which are references for any sub-supplier(s).

A good and well-functioning quality assurance system is required for the services that shall be provided.

- Description of the tenderer's quality assurance system/management system. A system certificate issued by an accredited certification body or equivalent documentation may be attached.

The tenderer must have established satisfactory methods for information security.

- Description of the Tenderer's quality assurance system as well as how it is implemented and managed internally. A system certificate issued by an accredited certification body or equivalent documentation may be attached.

### **III.2. Conditions related to the contract**

#### **III.2.2. Contract performance conditions**

Standard government contract for IT procurements (SSA-D)

## **Section IV: Procedure**

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### **IV.1. Description**

#### **IV.1.1. Type of procedure**

Competitive procedure with negotiation

#### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

#### **IV.1.5. Information about negotiation**

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

#### **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: 22/08/2022 Local time: 00:00

#### **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: 30/12/2022

## **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: Karmsund Havn IKS

Postal address: Postboks 186

Town: Haugesund

Postal code: 5501

Country: Norway

E-mail: [postmottak@karmsund-havn.no](mailto:postmottak@karmsund-havn.no)

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

21/07/2022