

**Norway-Trondheim: Information technology services**  
**OJ S 169/2019 03/09/2019**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Norges Teknisk Naturvitenskapelige universitet (NTNU), Innkjøp

National registration number: 974 767 880

Postal address: Seksjon for økonomirådgivning

Town: Trondheim

NUTS code: NO06 Trøndelag

Postal code: 7491

Country: Norway

Contact person: Nina Wiggen

E-mail: [nina.wiggen@ntnu.no](mailto:nina.wiggen@ntnu.no)

Telephone: +47 41689511

**Internet address(es):**

Main address: [www.ntnu.no](http://www.ntnu.no)

Address of the buyer profile: <https://kgv.doffin.no/ctm/Company/CompanyInformation/Index/2686>

**I.1. Name and addresses**

Official name: Universitetet i Bergen

Town: Bergen

NUTS code: NO051 Hordaland

Country: Norway

E-mail: [nina.wiggen@ntnu.no](mailto:nina.wiggen@ntnu.no)

**Internet address(es):**

Main address: [www.uib.no](http://www.uib.no)

**I.1. Name and addresses**

Official name: Universitetet i Oslo

Town: Oslo

NUTS code: NO01 Oslo og Akershus

Country: Norway

E-mail: [nina.wiggen@ntnu.no](mailto:nina.wiggen@ntnu.no)

**Internet address(es):**

Main address: [www.uio.no](http://www.uio.no)

**I.1. Name and addresses**

Official name: Norges arktiske universitet — Universitetet i Tromsø

Town: Tromsø

NUTS code: NO07 Nord-Norge

Country: Norway

E-mail: [nina.wiggen@ntnu.no](mailto:nina.wiggen@ntnu.no)

**Internet address(es):**

Main address: [www.uit.no](http://www.uit.no)

**I.1. Name and addresses**

Official name: Uninett

Town: Trondheim

NUTS code: NO Norge

Country: Norway

E-mail: [nina.wiggen@ntnu.no](mailto:nina.wiggen@ntnu.no)

**Internet address(es):**

Main address: [www.uninett.no](http://www.uninett.no)

**I.1. Name and addresses**

Official name: NMBU — Norges miljø- og biovitenskapelige universitet

Town: Ås

NUTS code: NO01 Oslo og Akershus

Country: Norway

E-mail: [nina.wiggen@ntnu.no](mailto:nina.wiggen@ntnu.no)

**Internet address(es):**

Main address: [www.nmbu.no](http://www.nmbu.no)

**I.1. Name and addresses**

Official name: Kunnskapsdepartementets tjenesteorgan

Town: Trondheim

NUTS code: NO Norge

Country: Norway

E-mail: [nina.wiggen@ntnu.no](mailto:nina.wiggen@ntnu.no)

**Internet address(es):**

Main address: [www.unit.no](http://www.unit.no)

**I.2. Information about joint procurement**

The contract involves joint procurement

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

National or federal agency/office

**I.5. Main activity**

Education

**Section II: Object**

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

Enterprise Service Management System (User Support System NTNU)

Reference number: ANSK-0018-18/ANSK-0254-18

**II.1.2. Main CPV code**

72222300 Information technology services

**II.1.3. Type of contract**

Services

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

NTNU is in the process of digitalizing the service management function. Providing a single point of contact for covering all NTNU services is essential, handling user inquiries like reporting errors, requesting help, ordering new or changed services, or ordering equipment from our net store. This contact point must very quickly clarify what the enquiry concerns. To streamline user inquiries, mechanisms based on machine learning should be used in the analysis of user input and in the primary dialogue with the user. If digitalized aid fails to assist the user, the request will be routed to the relevant helpdesk for manual support. This way the number of manual requests will be reduced, increasing the opportunity for providing value increasing user support. This effect is expected to increase as the knowledge base for the self-help portal grows and users get accustomed to the new service management routines. NTNU would like to procure an enterprise service management-system for this purpose.

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

This contract is divided into lots: no

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

Value excluding VAT: 14 538 468,00 NOK

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

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

72222300 Information technology services, 48000000 Software package and information systems, 72000000 IT services: consulting, software development, Internet and support

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

NUTS code: NO Norge

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

NTNU is in the process of digitalizing the service management function. Providing a single point of contact for covering all NTNU services is essential, handling user inquiries like reporting errors, requesting help, ordering new or changed services, or ordering equipment from our net store. This contact point must very quickly clarify what the enquiry concerns. To streamline user inquiries, mechanisms based on machine learning should be used in the analysis of user input and in the primary dialogue with the user. If digitalized aid fails to assist the user, the request will be routed to the relevant helpdesk for manual support. This way the number of manual requests will be reduced, increasing the opportunity for providing value increasing user support. This effect is expected to increase as the knowledge base for the self-help portal grows and users get accustomed to the new service management routines. NTNU would like to procure an enterprise service management-system for this purpose.

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

Quality criterion - Name: Quality / Weighting: 60

Quality criterion - Name: Risk / Weighting: 20

Cost criterion - Name: Total costs / Weighting: 20

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

Options: yes

Description of options:

Option: CRM — customers can choose whether the option is taken up or not in each individual contract.

Options for collaboration partners: UiB, UiT, NMBU, as well as Uninett and KDTO have an option on the contract on equivalent terms as those for NTNU. All options of this type will be

entered into as independent contracts where there is an implementation project with set-up, description of APIs, etc. per contract. The option will be valid for 2 months after the contract has been signed between NTNU and the tenderer.

#### **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**

Competitive procedure with negotiation

##### **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: [2018/S 081-182940](#)

##### **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**

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

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A contract/lot is awarded: yes

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

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

21/12/2018

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

Number of tenders received: 6

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

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

Official name: TOPdesk Nederland BV  
National registration number: 56849990  
Town: Delft  
NUTS code: NL Nederland  
Postal code: 2624 AD  
Country: Netherlands  
The contractor is an SME: no

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

Total value of the contract/lot: 14 538 468,00 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: Sør-Trøndelag tingrett

Town: Trondheim

Country: Norway

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

02/09/2019