

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

OJ S 246/2016 21/12/2016

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Skatteetaten [The Norwegian Tax Administration]

National registration number: 974 761 076

Postal address: Postboks 9200 Grønland

Town: Oslo

Postal code: 0134

Country: Norway

Contact person: Procurements

E-mail: ikt.2017@skatteetaten.no

Fax: +47 22077108

Internet address(es):

General address of the contracting authority: <http://www.skatteetaten.no>

Electronic access to information: [https://tendsign.no/doc.aspx?](https://tendsign.no/doc.aspx?Uniqueld=afdthjrea&GoTo=Docs)

[Uniqueld=afdthjrea&GoTo=Docs](https://tendsign.no/doc.aspx?Uniqueld=afdthjrea&GoTo=Docs)

Electronic submission of tenders and requests to participate: [https://tendsign.no/doc.aspx?](https://tendsign.no/doc.aspx?Uniqueld=afdthjrea&GoTo=Tender)

[Uniqueld=afdthjrea&GoTo=Tender](https://tendsign.no/doc.aspx?Uniqueld=afdthjrea&GoTo=Tender)

Additional information can be obtained from:

Official name: TendSign

Internet address: <https://tendsign.no/doc.aspx?Uniqueld=afdthjrea&GoTo=QA>

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

Official name: TendSign

Internet address: <https://tendsign.no/doc.aspx?Uniqueld=afdthjrea&GoTo=Docs>

Tenders or requests to participate must be submitted: Official name: TendSign

Internet address: <https://tendsign.no/doc.aspx?Uniqueld=afdthjrea&GoTo=Tender>

I.2. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.3. Main activity

General public services

Other

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description

II.1.1. Title attributed to the contract by the contracting authority

SaaS delivery of a contact centre, staffing and switchboard system.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 7: Computer and related services

Main site or place of performance: Norway.

NUTS code NO Norge

II.1.3. Information about a framework agreement or a dynamic purchasing system

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

The contracting authority needs access to a system consisting of 1 or several underlying components, which shall include the functionality required for:

- the execution of classical core assignments for a contact centre, primarily replying to external enquiries via various channels, e.g. telephone, chat and email, as well as associated traffic management in the contact centre based on historical and real time data,
- staffing planning for the contact centre, typical duty planning and follow-up based on historical and real time data, as well as
- execution of classical core assignments for a switchboard, including the receipt and routing of incoming telephone calls.

A continual service contract shall be signed, which ensures the contracting authority access to a software service with associated services, which together, cover the above mentioned needs. Please note though, that for divisions of the Contracting Authority's organisation the software services will be partly and completely be separated as an option stated in the terms for the future agreement. C.f the qualification documentation point 1.2.

II.1.6. CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 32542000 Switchboard panels, 48000000 Software package and information systems, 64000000 Postal and telecommunications services, 64214200 Telephone switchboard services, 72260000 Software-related services, 72267100 Maintenance of information technology software, 72300000 Data services, 72410000 Provider services, 72510000 Computer-related management services

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.1.8. Lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

The contract's total value is estimated, without obligation, to be between 55 — 165 000 000 NOK, over a seven year contract period.

Estimated value excluding VAT:

Range: between 55 000 000 and 165 000 000 NOK

II.2.2. Information about options

Options: yes

Description of options: The service contract shall first be signed for a 3 year period, after which the contracting authority shall have an option for an extension of 2 years at a time, up to a total limit of 2 extensions. The maximum duration of the contract is therefore 7 years. The service contract will also include various other options, i.a. the sentence in the second section of the qualification documentation point 1.2.

II.2.3. Information about renewals

This contract is subject to renewal: yes

II.3. Duration of the contract or time limit for completion

Duration in months: 84 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

Will be stated in the future tender documentation.

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

Will be stated in the future tender documentation.

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

Will be stated in the future tender documentation. See the fourth section under point 1.2 in the qualification documentation.

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: Will be stated in the future tender documentation.

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: Qualification Requirement:

The tenderer must be a legally established company.

Documentation requirement:

— Norwegian tenderers shall submit a company registration certificate.

— Foreign companies must submit documentation that demonstrates the tenderer is registered in a trade index or professional register or business register as prescribed in legislation in the country where the tenderer is established.

III.2.2. Economic and financial ability

List and brief description of conditions: Qualification Requirement:

Tenderers shall have adequate solidity.

Documentation requirement:

— Credit rating, not older than 1 year calculated from the deadline for receipt of tenders. The rating shall be based on the latest known accounting figures.

— If a tenderer will use another company to fulfil the this qualification requirements, a credit rating must also be presented for such companies. The above mentioned credit rating shall

fulfil the requirements in the above section. Furthermore, interested parties must document to the contracting authority that they can use the relevant and necessary resources at the company, for example, by enclosing a binding statement.

Note that the contracting authority also requires that tenderers have their tax, employer contributions and VAT payments in order, c.f. the qualification documentation point 2.1. The following documentation requirement applies for the latter qualification requirement:

— Norwegian tenderers shall submit a certificate, either from the tax collector or the Norwegian Tax Authority, which states the extent of any tax, employer contribution and VAT payment arrears.

— Foreign tenderers shall submit an equivalent certificate from authorities equivalent to the Norwegian authorities.

— The certificate must not be older than 6 months, calculated from the deadline for receipt of the tender. Any arrears and other notes must be explained.

Minimum level(s) of standards possibly required: Tenderers shall have adequate solidity.

Tenderers shall have their tax, employer contribution and VAT payments in order.

III.2.3. Technical and professional ability

List and brief description of conditions:

Qualification Requirement:

During the last 3 years tenderers shall have:

— delivered a system or provided a software service to at least one external customer, this system of service provision shall:

a) include the functionality described in the first bullet point in point 1.2 in the qualification documentation,

b) handled a minimum of 50 simultaneous agents and,

c) over a 12 month period in the last three years, handled a minimum of 250 000 enquiries, of which a minimum of 50 % must have been incoming

— delivered a system or provided a software service to at least one external customer, of which the system or service should include the functionality described in the second bullet point under point 1.2 in the qualification documentation and have handled a minimum of 75 employees, and

— delivered a system or provided a software service to at least one external customer, this system of service provision shall:

a) include the functionality described in the third bullet point in point 1.2 in the qualification documentation,

b) handled a minimum of five simultaneous agents and

c) over a 12 month period in the last three years, handled a minimum of 35 000 enquiries.

Emphasis is put on the fact that the terms in each hyphenated point shall be read in isolation from the other 2 hyphenated points. As an extension of this, please note that the tenderer is not required to have delivered a system or provided a software service to one and the same customer to cover all three hyphenated points.

Documentation requirement:

Tenderers shall enclose an account that proves that the company in question fulfils all the elements in the qualification requirement. The account shall, at a minimum, include a description the contractual relationship(s) that the tenderer is or has been a party to, which proves fulfilment of the qualification requirement, including information on:

— each contractual relationship's nature and extent, including a statement of the hyphenated point(s) in the requirement text in point 2.4 in the qualification documentation that each contractual relationship covers,

- each contractual relationship's value and length,
- the date each contractual relationship was established,
- the name of the public or private contracting party in each contractual relationship, as well as
- the name, telephone number and email address of a contact person at each contracting party.

If the interested party shall rely on sub-contractors for the fulfilment of the current qualification requirement, the interested party must otherwise demonstrate to the Contracting Authority that the interested party can use the sub-contractor's relevant and necessary resources for the current procurement, for example, by submitting a commitment statement.

Minimum level(s) of standards possibly required:

See the qualification requirement.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. Information about staff responsible for the performance of the contract

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Negotiated

Some candidates have already been selected (if appropriate under certain types of negotiated procedures) no

IV.1.2. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 7

Objective criteria for choosing the limited number of candidates: The following selection criterium, Selection Criterium #1, is given an evaluation weighting of 30 percent, whilst the next selection criterium, Selection Criterium #2, is given an evaluation weighting of 70 percent. The qualified tenderer who, to the greatest degree, fulfils each selection criterium, will be given ten points in relation to the actual selection criterium, whilst the other qualified tenderers will be given points according to a proportional method. The seven qualified tenderers who, after the achieved, weighted points from the two selection criteria have been summed up, have the highest number of points, will be invited to participate in the competition.

Selection criterium #1:

To what extent the tenderer has, in the last 3 years, delivered a system or provided a software service as described in the first or second hyphenated points in the requirement text in point 2.4, to more than one external customer.

The contracting authority will count per mentioned hyphenated point in the evaluation. If, for example, a system was delivered or a software service was provided to 1 and the same external customer that covers 2 of the hyphenated points, then in relation to only 1 of the hyphenated points, such a delivery or service will count twice in the evaluation.

Documentation requirement:

Fulfilment of Selection Criterium #1 must be documented by a reply that the tenderer shall prepare for qualification requirement point 2.4 in the qualification documentation.

Selection Criterium #2:

The what numerical scope the tenderer has, in the last 3 years, delivered a system or provided a software service to one and the same external customer that covers all 3 hyphenated points in the requirement text in point 2.4 in the qualification documentation.

If a system or software service that covers all 3 hyphenated points is delivered to 1 and the same external customer such a delivery or service counts twice as much in the evaluation as a delivery or service that covers 2 hyphenated points to 1 and the same external customer.

Documentation requirement:

Fulfilment of Selection Criterium #2 must be documented by a reply that the tenderer shall prepare for qualification requirement point 2.4 in the qualification documentation.

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated yes

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

20160023 - 2016/359025

IV.3.2. Previous publication concerning this procedure

Notice number in the OJ S: [2016/S 221-403878](#) of 16.11.2016

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Payable documents: no

IV.3.4. Time limit for receipt of tenders or requests to participate

23.1.2017 - 12:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

20.2.2017

IV.3.6. Languages in which tenders or requests to participate may be submitted

Other: Norwegian.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

IV.3.8. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

VI.2. Information about European Union funds

VI.3. Additional information

Visma notice: <https://opic.com/id/afdthjrea>

VI.4. Procedures for review

VI.4.1. Review body

VI.4.2. Review procedure

VI.4.3. Service from which information about the review procedure may be obtained

VI.5. Date of dispatch of this notice

16.12.2016