

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: Arbeids- og velferdsdirektoratet, Økonomi- og styringsavdelingen, Anskaffelsesseksjonen (The Norwegian Labour and Welfare Administration, Economy and Management Division, The Procurement Section)

National registration number: 889640782

Postal address: Postboks 5, St Olavs plass

Town: Oslo

Postal code: 0130

Country: Norway

For the attention of: Gunnar Helge Wiik

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Internet address(es):

Address of the buyer profile: <https://kgv.doffin.no/ctm/Supplier/CompanyInformation/Index/1002>

Electronic access to information: <https://kgv.doffin.no/ctm/Supplier/Documents/Folder/150262>

Additional information can be obtained from:

the abovementioned address

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

the abovementioned address

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

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

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

The procurement of a maintenance and development agreement for Arena.

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: Oslo.
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 objective of the procurement is to establish a contract with a provider who shall maintain and further develop Arena.

The contracting authority will emphasise the use of a flexible implementation model for further development.

The work for Arena will mainly include solution design, developing and testing, configuration management, maintaining documentation, error recoveries and preventive maintenance, as well as support for the customer's system administration.

A functionality outside Arena is planned to be implemented during the agreement period. This functionality shall take over the functional areas currently included in Arena. Such implementation of a new functionality is not normally included in a contract for Arena, and the result is that Arena's extent can be reduced. This will however result in work within Arena for integration towards new solutions, and ensuring the remaining functionality in Arena to continue to function.

The daily operation of the systems is executed on a central computer system and is operated by NAV.

II.1.6. CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 72267000 Software maintenance and repair services, 72300000 Data 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 requested service's total value for the agreement period is expected to be between 350 000 000 NOK, including VAT. The extent is subject to uncertainty due to modernisation of the Norwegian Labour and Welfare Administration (henceforth referred to as NAV).

II.2.2. Information about options

Options: yes

Description of options: Option for the Contracting Authority (the Customer) to prolong the agreement for 2 years, 1 year at a time.

II.2.3. Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 2

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: 24 (from the award of the contract)

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

Start 12.9.2017. Completion 11.9.2021

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

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

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

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

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: Documentation requirement:

Tax certificate for tax (National requirement).

Tax certificate for VAT (National requirement).

Requirement:

The tenderer is required to be a legally established company.

Documentation:

— Norwegian tenderers: Company registration certificate from the Brønnøysund Register Centre

— Foreign tenderers: Certificate for registration in the company register as prescribed in the legislation of the country in which the tenderer is established.

III.2.2. Economic and financial ability

List and brief description of conditions: Requirement:

The tenderer is required to have good financial solidity. A 'good creditworthiness' or better credit rating satisfies this requirement.

Documentation:

The contracting authority will obtain a credit rating carried out by Experian; see www.Experian.no

If the tenderer feels that the credit rating will not provide an accurate picture, please send supplementary information together with the qualification application.

III.2.3. Technical and professional ability

List and brief description of conditions:

1. Excellent execution ability is required

Documentation:

— Description of the tenderer's ability to deliver that includes

— A description of relevant units at the Tenderer's disposal.

- Number of relevant resources in accordance with the nature and extent of the procurement, within
 - o business/system architecture,
 - o design/development,
 - o test and
 - o project management/maintenance management.

The template in the qualification requirements” annex 2 applies for other line points The personnel proposed to the assignment shall not be specified, and CVs not submitted.

- Regarding the above mentioned description, the Tenderer must take into consideration the requirements in point 1.3 and 1.4 in the qualification documents.

2. Experience from similar assignments is required.

Documentation:

- Description of the tenderer's four most relevant contracts in the last three years. Description on each delivery shall include.
 - recipient/contracting authority.
 - duration.
 - activity area/-process.
- Value (if the value cannot be specified due to confidentiality requirements, the tenderer is asked to specify the number of man-labour years for the Tenderer's input).
- The tenderer's role/area of responsibility.
- Use of flexible implementation model.
- technology used.
- brief description of the assignment.

The template in the qualification documents’ annex 3 shall be used for this point.

Name and contact details for the reference client’s contact person who can confirm this information must be provided on request

3. Good and suitable methods for quality assurance are required.

Documentation:

- A brief description of the service provider's general methods and processes that are relevant in ensuring the quality of the service. There should be no sales text, product descriptions or descriptions of experience The following areas shall be included:
 - business/system architecture.
 - design/development.
 - test.
 - project management/maintenance management.
- An account of the company’s quality assurance system and any certificates issued by independent bodies.

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

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

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 minimum number 3: and Maximum number 6

Objective criteria for choosing the limited number of candidates: Ability to fulfil the contract: 35 %

Experience: 50 %

Quality assurance: 15 %

See the qualification documents points 2.4 and 4.2.

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 no

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

16/6791

IV.3.2. Previous publication concerning this procedure

no

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

27.1.2017 - 12:00

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

10.2.2017

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

This is a recurrent procurement: no

VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.3. Additional information

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