

Norway-Oslo: IT services: consulting, software development, Internet and support
OJ S 246/2016 21/12/2016
Contract notice – utilities
Services

Directive 2004/17/EC

Section I: Contracting entity

I.1. Name and addresses

Official name: Flytoget AS [The Airport Express Train]

Postal address: Biskop Gunnerus' gate 14A

Town: Oslo

Postal code: 0101

Country: Norway

For the attention of: Åge Pedersen

E-mail: age.pedersen@flytoget.no

Internet address(es):

Electronic access to information: <http://permalink.mercell.com/63516183.aspx>

Electronic submission of tenders and requests to participate: <http://permalink.mercell.com/63516183.aspx>

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for a dynamic purchasing system) can be obtained from: the abovementioned address

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

I.2. Main activity

Railway services

I.3. Contract award on behalf of other contracting entities

The contracting entity is purchasing on behalf of other contracting entities: no

Section II: Object of the contract

II.1. Description

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

Application administration customer service systems.

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 NO01 Oslo og Akershus

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)

Flytoget would like to use this procurement to establish a new contract for the operation and administration of the following self-developed IT systems:

- -The customer database with accompanying APIs.
- -Product database with accompanying APIs.
- -Receipt and loyalty programme database with accompanying APIs.
- -Customer service and administration system.
 - -<https://minside.flytoget.no>.
- -Customer service system for mobile (iOS).

The above systems are currently administered in separate contracts that end at different times in the next three years. The systems have come into an operational phase and the need for major changes is reduced. There will still be a need for quality assurance/testing, adaptations in the systems and some new development due to projects that are in the plan for a strategic vision at the end of 2018.

Flytoget would like a tenderer who can ensure stable operations in accordance with an agreed SLA and who has the flexibility to carry out minor adaptations to the system with short downtime. Tenderers ought to have knowledge of PCI-DSS and personnel protection law and how continual fulfilment of the conformity requirements defined there will be ensured.

All of Flytoget's systems are installed at Flytoget's IT infrastructure operations provider. These are currently Intility and Basefarm. Basefarm is used for systems that come under the conformity requirements in PCI-DSS. Flytoget itself will establish and negotiate contracts for IT infrastructure operations and will continue with this practice in the contract period. Flytoget will, however, look at concepts such as devops as a future work platform for application operation and the administration of this organisation.

- 1) The qualification requirements that are given in this notice must be fulfilled in order to be qualified for participation in the subsequent competition. Tenderers who do not meet the qualification requirements will be rejected from further participation.
- 2) Flytoget can cancel the competition or reject all tenders if there is reasonable grounds for this, including a lack of budgetary coverage for the procurement.
- 3) Flytoget will select a minimum of three of the qualified tenderers, assuming there are enough qualified tenderers to participate in the competition.
- 4) The selection of the tenderers who will be able to participate in the competition will be made according to the principle best qualified. Tenderers must fulfil all the qualification requirements in order to be qualified. From the qualified tenderers, Flytoget will choose the tenderers who are best qualified based on the stated qualification requirements, based on the submitted documentation of the qualification requirements.
- 5) All communication in the qualification process must go through the communication module in Mercell. Questions cannot be asked in submitted documents, accompanying letters or by email. Questions can be asked in Mercell and questions of a general or principle nature will be made anonymous and communicated to all the prequalified actors.
- 6) Flytoget does not come under the Open Files Act and insight into the competitors' tenders or other competition documents other than this notice will not be given.

The Contracting Authority uses Mercell Sourcing Service. To express your interest and gain access to any documents, please click on the link below or copy and paste the link into your browser. [<http://permalink.mercell.com/63516183.aspx>]. Then follow the instructions on the website.

II.1.6. CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 72200000 Software programming and consultancy services, 72400000 Internet services, 72600000

Computer support and consultancy services, 72315200 Data network management services, 72415000 World wide web (www) site operation host services, 72514000 Computer facilities management services, 72514300 Facilities management services for computer systems maintenance, 72253200 Systems support services, 72261000 Software support services, 72212000 Programming services of application software, 72416000 Application service providers

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

The procurement is covered by the Government Procurement Agreement: no

II.1.8. Information about 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

Estimated value excluding VAT

Range: between 3 000 000 and 5 000 000 NOK

II.2.2. Information about options

Options: yes

Provisional timetable for recourse to these options:
in months: 36 (from the award of the contract)

II.2.3. Information about renewals

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

Start 3.4.2017 Completion 31.3.2020

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: K 01 Tax and VAT certificate. Requirement: Tenderers must have submitted their tax assessments and paid tax, payroll tax and VAT. Documented

by: Tax and VAT certificate. The certificate shall not be older than 6 months from the deadline for receipt of tenders. Any arrears or other irregularities must be justified. If a service provider is planning to use sub-suppliers, tax certificates must be provided for them as well.

K 02 The tenderer shall be a legally established company. If the company registration certificate is available in public databases, the submission of a tender is confirmation that it is correct. If a company registration certificate is not available in databases that Flytoget has open electronic access to, it must be enclosed.

K 03 Tenderers shall have good conduct and will be assessed against the rejection rules in the Utilities Regulations § 10-5. The submission of a tender is considered as a verification that the requirement is fulfilled. If a tenderer can be connected to conditions in § 10-5 in the last five years, documentation shall be presented on the actual conditions, the legal process, the involved persons and entities, as well as the subsequent internal process and corrective measures.

K 04 Tenderers cannot be involved in debt negotiations, or in any way be subject to public supervision. Delivery of tenders is considered as a verification that the requirement is fulfilled.

K 05 By confirming that none of the circumstances that are described in ESPD point C 'Reasons concerning insolvency, conflict of interests or occupational omissions' apply to the tenderer, the tenderer also confirms that the entity complies with the requirements in the attached document 'Ethical requirements for the tenderer': Delivery of tenders is considered as a verification that the requirement is fulfilled.

III.2.2. Economic and financial ability

List and brief description of conditions: K 06 Tenderers must have sufficient economic and financial capacity to complete the contract. Documentation Requirement: 1) The latest Annual Financial Statements with auditor's comments. Flytoget will obtain this information itself if the company is registered in Norway. If not accessible, the tenderer must provide documentation. Requirement 2) Bankruptcy rating low (A1-A3) or moderate (B1-B3) at Proff Forvalt (www.forvalt.no), both in the short and long term. Flytoget shall themselves obtain documentation on the bankruptcy rating if the company is registered in Norway. If not accessible, the tenderer must provide documentation. Tenderers who do not fulfil the financial capacity requirement can use other companies, e.g. by providing a fulfilment guarantee from a parent company. Attention is drawn to the fact that documentation in such an event must be provided that shows that the other company fulfils the qualification requirement and that the company confirms that they will make the necessary resources available to the service provider, cf. the utilities regulations § 7-11 (3). If a tenderer has any valid reasons for not being able to provide the documentation requested by the Flytoget, the tenderer may prove its financial position with any other document that is acceptable to Flytoget. If a tenderer has such valid reasons, he may contact Flytoget in writing in order to clarify which other documentation is acceptable.

III.2.3. Technical and professional ability

List and brief description of conditions: K 07 Implementation ability and relevant experience from corresponding assignments. The tenderer has established application administration as its business area. This includes 2nd line support, application operation, administration and new development. Tenderers shall document this through a service description, organisation chart, role descriptions and two customer references.

K 08 Capacity, professional qualifications to fulfil the assignment. Tenderers shall have competence in .NET and XCODE technologies. This shall be documented by a description of the organisation's competence base and relevant certificates.

K 09 A good and well-functioning quality assurance system. Documented by a general account of the quality assurance system that the service provider will use to ensure the

delivery and quality of the assignment during the agreement period. The list of contents for the quality assurance system shall be enclosed. If the service provider is certified in accordance with ISO standards or similar, the certification certificate shall be enclosed.

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.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of the criteria stated in the specifications or in the invitation to tender or to negotiate

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 entity

16/352

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents

(except for a DPS)

Time limit for receipt of requests for documents or for accessing documents: 20.1.2017 - 09:00

Payable documents: no

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

20.1.2017 - 09:00

IV.3.5. Languages in which tenders or requests to participate may be submitted

Other: Norwegian.

IV.3.6. Minimum time frame during which the tenderer must maintain the tender

IV.3.7. 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

Official name: The appeals board for public procurements

Postal address: Postboks 439 Sentrum

Town: Oslo

Postal code: 5805

Country: Norway

E-mail: postmottak@kofa.no

Telephone: +47 55597500

Fax: +47 55597599

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

VI.4.2. Review procedure

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

Official name: The appeals board for public procurements

Postal address: Postboks 439 Sentrum

Town: Bergen

Postal code: 5805

Country: Norway

E-mail: post@kofa.no

Telephone: +47 55597500

Fax: +47 55597599

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

VI.5. Date of dispatch of this notice

19.12.2016