

Norway-Kongsvinger: Contact management software development services

OJ S 162/2022 24/08/2022

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Statistisk Sentralbyrå

National registration number: 971526920

Postal address: Postboks 2633 St. Hanshaugen, 0131 Oslo

Town: Kongsvinger

NUTS code: NO Norge

Postal code: 2208

Country: Norway

Contact person: Andras Szolnoki

E-mail: asz@ssb.no

Telephone: +47 62885000

Internet address(es):Main address: <https://permalink.mercell.com/184694025.aspx>Address of the buyer profile: <http://www.ssb.no/>**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://permalink.mercell.com/184694025.aspx>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://permalink.mercell.com/184694025.aspx>**I.4. Type of the contracting authority**

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

I.5. Main activity

General public services

Section II: Object

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

Service Management System for SSB.

Reference number: 22/1197

II.1.2. Main CPV code

72212333 Contact management software development services

II.1.3. Type of contract

Services

II.1.4. Short description

Helpdesk/Ticketssystem to deal with enquiries to IT/the info service/etc.

Click here <https://permalink.mercell.com/184694025.aspx>.

II.1.5. Estimated total value

Value excluding VAT: 3 000 000,00 NOK

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

48219300 Administration software package, 48500000 Communication and multimedia software package, 48510000 Communication software package, 72212211 Platform interconnectivity software development services, 72212510 Communication software development services, 48516000 Exchange software package, 48211000 Platform interconnectivity software package, 48213000 Operating system enhancement software package, 48222000 Web server software package, 48330000 Scheduling and productivity software package, 48333000 Contact management software package

II.2.3. Place of performance

NUTS code: NO020 Innlandet

NUTS code: NO081 Oslo

Main site or place of performance: Kongsvinger.

II.2.4. Description of the procurement

SSB needs an internal enquiry system. The system must cover the needs for, amongst other things, the IT Department, Building Service, the Reply Service, and the Information Service.

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

Value excluding VAT: 3 000 000,00 NOK

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

1 + 1 year.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

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

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

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: 26/09/2022 Local time: 08:00

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: 30/09/2022

Section VI: Complementary information

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: Oslo Tingrett

Town: Oslo

Country: Norway

VI.5. Date of dispatch of this notice

19/08/2022