

Norway-Skien: Software package and information systems
OJ S 158/2023 18/08/2023
Contract award notice
Supplies

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: FORBRUKERTILSYNET

National registration number: 974 761 335

Postal address: Postboks 2862 Kjørbekk

Town: Skien

NUTS code: NO091 Vestfold og Telemark

Postal code: 3702

Country: Norway

Contact person: Karete Kuraas Lindalen

E-mail: kli@forbrukertilsynet.no

Telephone: +47 90779261

Internet address(es):

Main address: <https://www.forbrukertilsynet.no/>

Address of the buyer profile: <https://eu.eu-supply.com/ctm/Company/CompanyInformation/Index/420402>

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

Procurement of case management system for the Norwegian Consumer Authority

II.1.2. Main CPV code

48000000 Software package and information systems

II.1.3. Type of contract

Supplies

II.1.4. Short description

The Norwegian Consumer Authority needs a system that can receive and process external and internal enquiries. The enquiries can apply to complaints in the relationship between users and businesses. The enquiries can be submitted via online forms, telephone, email or

traditional letters. Such enquiries must be processed in accordance with consistent and formal processes. The enquiries may result in the need for mediation and subsequent measures, or supervision of industries or businesses.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 5 000 000,00 NOK

II.2. Description

II.2.2. Additional CPV code(s)

72000000 IT services: consulting, software development, Internet and support

II.2.3. Place of performance

NUTS code: NO091 Vestfold og Telemark

Main site or place of performance: Porsgrunn

II.2.4. Description of the procurement

The Norwegian Consumer Authority needs a system that can receive and process external and internal enquiries. The enquiries can apply to complaints in the relationship between users and businesses. The enquiries can be submitted via online forms, telephone, email or traditional letters. Such enquiries must be processed in accordance with consistent and formal processes. The enquiries may result in the need for mediation and subsequent measures, or supervision of industries or businesses.

II.2.5. Award criteria

Quality criterion - Name: System description / Weighting: 30%

Quality criterion - Name: Proof of concept / Weighting: 30%

Price - Weighting: 40%

II.2.11. Information about options

Options: yes

Description of options:

Setup of "My Page", external web module (my page) and ID port login.

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 dialogue

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: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2022/S 235-676841](#)

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

Contract No: 1

Title:

Procurement of case management system for the Norwegian Consumer Authority

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

18/07/2023

V.2.2. Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 3

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

V.2.3. Name and address of the contractor

Official name: Machina AS

National registration number: 982927722

Postal address: Bryggen 9

Town: Bergen

NUTS code: NO0A2 Vestland

Postal code: 5003

Country: Norway

E-mail: helge@machina.no

The contractor is an SME: yes

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

Total value of the contract/lot: 5 000 000,00 NOK

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Nedre Telemark tingrett

Postal address: Gjerpensgate 16

Town: Skien
Postal code: 3716
Country: Norway

VI.4.2. Body responsible for mediation procedures

Official name: Nedre Telemark tingrett
Postal address: Gjerpensgate 16
Town: Skien
Postal code: 3716
Country: Norway

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Klagenemnda for offentlige anskaffelser - KOFA
Postal address: Postboks 511 sentrum
Town: Bergen
Postal code: 5805
Country: Norway

VI.5. Date of dispatch of this notice

15/08/2023