

Norway-Oslo: Administration services

OJ S 223/2018 20/11/2018

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

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## Section I: Contracting authority

### I.1. Name and addresses

Official name: Forbrukerrådet

National registration number: 871 033 382

Postal address: Fred Olsens gate 1

Town: Oslo

NUTS code: NO011 Oslo

Postal code: 0152

Country: Norway

Contact person: Pål Granholmen

E-mail: [pal.granholmen@forbrukerradet.no](mailto:pal.granholmen@forbrukerradet.no)

Telephone: +47 97062706

**Internet address(es):**

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

Address of the buyer profile: <https://kgv.doffin.no/ctm/Company/CompanyInformation/Index/1950>

### I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://kgv.doffin.no/ctm/Supplier/Documents/Folder/163064>

Additional information can be obtained from the abovementioned address

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

### 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

Other activity: Forbrukerspørsmål

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## Section II: Object

### II.1. Scope of the procurement

#### II.1.1. Title

Framework agreement

Reference number: 18/23368

#### II.1.2. Main CPV code

75100000 Administration services

#### II.1.3. Type of contract

Services

#### **II.1.4. Short description**

The contracting authority plans to enter into parallel framework agreements with 2-3 suppliers for temporaries within these fields:

- 1) Project management IT;
- 2) Financial Planner;
- 3) Archive Clerk;
- 4) Employee Consumer Dialogue (legal advice by phone, chat or mail).

It is possible to make an offer to parts of the assignment.

The framework agreements shall have a duration of 3 years. The contractor shall have an option to extend the framework agreement for a further 1 year.

The contracting authority uses a mini-contest for each call off within the framework agreement.

#### **II.1.5. Estimated total value**

Value excluding VAT: 2 400 000,00 NOK

#### **II.1.6. Information about lots**

This contract is divided into lots: no

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

72000000 IT services: consulting, software development, Internet and support, 75130000 Supporting services for the government, 75231000 Judicial services

#### **II.2.3. Place of performance**

NUTS code: NO011 Oslo

Main site or place of performance: Fred Olsens gate 1, Oslo

#### **II.2.4. Description of the procurement**

The client wishes to enter into parallel framework agreements for temporary agency services.

The contract value is estimated to constitute an annual need of approximately 2 000 hours.

The total value of the agreement including option is estimated to 3 000 000 NOK.

Estimated share of total scope:

- A. Project management IT 1100 hours,
- B. Financial Advisor 300 hours,
- C. Archive Services 300 hours,
- D. Consumer dialogue 300 hours.

The scope is purely an estimate and is not binding. The client's needs may vary considerably from year to year. Actual scope may vary due to changes in grants, activities and other conditions.

#### **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: 2 400 000,00 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:

The agreement runs for 3 years with the possibility of renewal for up to 1 year. Afterwards, there might be a new competition.

#### **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 III: Legal, economic, financial and technical information**

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#### **III.1. Conditions for participation**

##### **III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

The supplier shall comply with the conditions for registration in the Register of The Norwegian Labour Inspection Authority, cf. FOR 2008-06-04 No. 541: Regulations on Manning Companies Section 5. This requirement also applies to any subcontractors who contribute to fulfilling the contract.

##### **III.1.2. Economic and financial standing**

List and brief description of selection criteria:

The supplier must have sufficient financial strength to fulfill the contract (Good equity or Creditworthy).

This must be documented by a credit rating based on the latest known accounting figures. The rating shall be carried out by credit information agencies that have a license to conduct such business.

Minimum level(s) of standards possibly required:

Good equity or Creditworthy.

##### **III.1.3. Technical and professional ability**

List and brief description of selection criteria:

1) Project Leader IT / IT Employer

Responsibilities

As a project manager, you will be responsible for IT projects and assist with:

- Facilitation, idea phase, investigations and development projects,
- Reports,
- Establish cooperation areas for internal and external partners,
- Benefits,
- Implementation and realization of gains in the organization,
- Preparation of requirements specifications.

Eligibility Requirements

We are looking for you who have:

- Education at university or university level, preferably Bachelor of Informatics, Economics or Law,

- Long experience and practical knowledge can compensate for lack of theoretical education,
- Certification within PRINCE2 or equivalent,
- Experience from project management and facilitation,
- Good understanding of technology,
- Good written and verbal ability in Norwegian and English.

It's also an advantage if you have:

- Experience with methodology for program and portfolio management,
- Knowledge of the digitization work in the public sector,
- Good knowledge of the Difi project wizard.

## 2) Economic supervisor:

### Responsibilities

- As an accountant / salaried employee you can assist with:
- Reconciliation and bookkeeping,
- Checking accounting transactions,
- Remittance,
- Ad-hoc analyzes,
- The budget process,
- Other administrative tasks.

### Eligibility Requirements

We are looking for you who have:

- Education at university or university level, preferably a bachelor degree in economic or administrative subjects
- Long experience and practical knowledge can compensate for lack of theoretical education,
- Knowledge of DFØ's accounting services,
- Knowledge of SAP salary and Unit4 (Agresso) accounting system,
- Good understanding of accounting / salary / economics,
- Good written and verbal ability in Norwegian and English.

## 3) Archiver workers

### Responsibilities

As an archivist, you must assist with:

- Perform daily operational tasks in the archive,
- Other tasks when needed.

### Eligibility Requirements

- Experience from electronic archives,
- Knowledge of relevant laws, regulations, standards,
- Experience from NOARK system, preferably Websak,
- Archival education, but long relevant experience can replace this,
- Good written and verbal ability in Norwegian and English.

## 4) Advisor consumer dialogue

Consumer dialogue works mainly with consumer contact by phone, email, social media and chat. We are always working to improve our solutions, both for direct contact and self-service. The Consumer Council has an ambition to be the consumer's preferred partner when it comes to consumer issues. In order to succeed, we will provide consumer contact through facilitating a professional, relevant, service-oriented and forward-looking service.

Work tasks consist of:

- to guide consumers and business owners in questions about rights and duties in accordance with relevant legislation,
- to create good experiences for consumers through being helpful, professional and service oriented,
- to guide consumers using the Consumer Council's self-service solutions,

— to contribute to good results together with skilled colleagues.

In order to succeed you must have:

— relevant education at least on bachelor level and preferably experience from customer center,

— excellent service setting and can burn for good consumer service,

— ability to work purposefully with own tasks,

— ability to perceive, formulate and analyze issues,

— a structured and tidy attitude,

— good verbal and written ability.

Minimum level(s) of standards possibly required:

Our working language is Norwegian. The temps must speak fluently Norwegian and write Norwegian at a high level.

### **III.2. Conditions related to the contract**

#### **III.2.2. Contract performance conditions**

The work is to be performed at the Consumer Council's offices in Oslo.

## **Section IV: Procedure**

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### **IV.1. Description**

#### **IV.1.1. Type of procedure**

Open procedure

#### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

Framework agreement with several operators Envisaged maximum number of participants to the framework agreement: 3

#### **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: 17/12/2018 Local time: 16:00

#### **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: 15/03/2019

#### **IV.2.7. Conditions for opening of tenders**

Date: 18/12/2018 Local time: 12:00

Place:

Oslo

## **Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: no

**VI.2. Information about electronic workflows**

Electronic payment will be used

**VI.3. Additional information****VI.4. Procedures for review****VI.4.1. Review body**

Official name: Klagenemnda for offentlige anskaffelser ("Kofa")

Postal address: Klagenemndssekretariatet Postboks 511 Sentrum

Town: Bergen

Postal code: 5805

Country: Norway

E-mail: [post@knse.no](mailto:post@knse.no)

Telephone: +47 55193000

Internet address: <https://kofa.no/>

**VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

Contract award 7.1.2019

End of waiting period 30.1.2019

Within the end of the waiting period, a contract award may be appealed to the Consumer Council, which will then review it again. Regardless of this, it may be appealed to the Complaints Board for Public Procurement and / or to the Courts of law.

**VI.5. Date of dispatch of this notice**

15/11/2018