

Norway-Oslo: Customer Relation Management software development services

OJ S 186/2022 27/09/2022

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Patentstyret

National registration number: 971526157

Postal address: Pb. 4863 Nydalen

Town: OSLO

NUTS code: NO Norge

Postal code: 0422

Country: Norway

Contact person: Amal Karmi

E-mail: aka@patentstyret.no

Telephone: +47 22387355

Fax: +47 22387301

Internet address(es):Main address: <https://permalink.mercell.com/186863491.aspx>Address of the buyer profile: <http://www.patentstyret.no/>**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://permalink.mercell.com/186863491.aspx>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://permalink.mercell.com/186863491.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

Economic and financial affairs

Section II: Object

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

CRM system for Patentstyret [the Norwegian Industrial Property Office] (Prequalification)

Reference number: 2022/1217

II.1.2. Main CPV code

72212445 Customer Relation Management software development services

II.1.3.

Type of contract

Services

II.1.4. Short description

Patentstyret [the Norwegian Industrial Property Office] would like to procure a system for customer relationship management (hereinafter referred to as the CRM system) The system will be a primary tool for administration and follow-up of customer data and customer relations within the area "courses and marketing". The agreement we would like to enter into sets up an "establishment phase" where the CRM system is implemented, existing customer databases are transferred to the new system, registrations and courses are set up and some minor integrations are made. Furthermore, we envisage a "phase to expand" for, among other things, the use of the CRM system on product data within the agency's core business.

Click here <https://permalink.mercell.com/186863491.aspx>

II.1.5. Estimated total value

Value excluding VAT: 5 000 000,00 NOK

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

48445000 Customer Relation Management software package, 72263000 Software implementation services, 72320000 Database services

II.2.3. Place of performance

NUTS code: NO081 Oslo

II.2.4. Description of the procurement

Patentstyret [the Norwegian Industrial Property Office] would like to procure a system for customer relationship management (hereinafter referred to as the CRM system) The system will be a primary tool for administration and follow-up of customer data and customer relations within the area "courses and marketing". The agreement we would like to enter into sets up an "establishment phase" where the CRM system is implemented, existing customer databases are transferred to the new system, registrations and courses are set up and some minor integrations are made. Furthermore, we envisage a "phase to expand" for, among other things, the use of the CRM system on product data within the agency's core business.

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: 5 000 000,00 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:

The agreement period is 3 years from the time of delivery. The contract will then be renewed automatically for 1 (one) year at a time, unless 3 (three) months notice is given by the contracting authority before the renewal date. The tenderer will have an option to terminate the contract 12 (twelve) months prior to the notification of contract renewal.

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

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:

See the Rules for the contest point 6.2.2.

III.1.2. Economic and financial standing

List and brief description of selection criteria:

See the Rules for the contest point 6.2.2.

Minimum level(s) of standards possibly required:

See the Rules for the contest point 6.2.2.

III.1.3. Technical and professional ability

List and brief description of selection criteria:

See the Rules for the contest point 6.2.2.

Minimum level(s) of standards possibly required:

See the Rules for the contest point 6.2.2.

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: 24/10/2022 Local time: 12:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

Date: 26/10/2022

IV.2.4. Languages in which tenders or requests to participate may be submitted

Norwegian

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

22/09/2022