

Norway-Sandvika: Software integration consultancy services

OJ S 168/2023 01/09/2023

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Nasjonal sikkerhetsmyndighet

National registration number: 985165262

Postal address: Postboks 814

Town: Sandvika

NUTS code: NO Norge

Postal code: 1306

Country: Norway

Contact person: Lise Storaker

E-mail: lise.storaker@nsm.no

Telephone: +47 67864000

Internet address(es):

Main address: <https://permalink.mercell.com/210950861.aspx>

Address of the buyer profile: <http://www.nsm.stat.no/>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://permalink.mercell.com/210950861.aspx>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://permalink.mercell.com/210950861.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

Defence

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Tender documentation CRM (Customer Relations Management) Case:23/01030-1

II.1.2. Main CPV code

72227000 Software integration consultancy services

II.1.3. Type of contract

Services

II.1.4. Short description

Purchase and customisation of a customer follow-up system for follow-up of NSM's stakeholders in an architecture that spans several security classification levels

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

30211300 Computer platforms, 48211000 Platform interconnectivity software package, 48445000 Customer Relation Management software package, 72200000 Software programming and consultancy services, 72211000 Programming services of systems and user software, 72212211 Platform interconnectivity software development services, 72220000 Systems and technical consultancy services, 72228000 Hardware integration consultancy services, 72266000 Software consultancy services

II.2.3. Place of performance

NUTS code: NO082 Viken

II.2.4. Description of the procurement

NSM is a cross-sectoral directorate that interacts with a number of stakeholders. The Directorate's stakeholders may include managing departments and other organisations in public administration, sector authorities and various organisations in the public and private sectors. NSM interacts with the Directorate's stakeholders on different platforms depending on the level of security.

NSM is in a transition phase where both the volume of assignments is increasing and the infrastructure is being renewed. With increased activity and pace, there is a need to have a better overview of stakeholders and NSM's activities towards these stakeholders, including contact with partners in the cyber field.

In order to obtain an updated picture of all activity between NSM and a selected stakeholder, NSM is in the market to procure a customer relations management system (hereinafter referred to as the CRM system). The CRM system will be the primary tool for administration and follow-up of stakeholder data and stakeholder relations within NSM's areas of responsibility.

Examples of user needs would be:

- Overview of contact with stakeholders by phone, email or letter
- Overview of meetings between NSM and stakeholders
- Overview of consultancy and guidance provided by NSM to the stakeholder
- Overview of contact with partners in the cyber field
- Overview of NSM's inspections
- Overview of the organisation's security-classified information systems and the status of these
- Overview of stakeholder contact persons
- The stakeholder's hierarchy of parent and subsidiary companies and similar
- Overview of the organisation's board of directors for organisations with supplier certification
- Overview of who is responsible for the stakeholder's security
- Overview of security contracts NSM envisages a gradual introduction of the CRM system; initially for a selected environment, and then expansion to new infrastructure on multiple platforms. The CRM system must be able to run in NSM's runtime environment.

The contract will apply for both the purchase of software and assignments in order to configure, develop and implement the system within the organisation. The tenderer must also build mechanisms to synchronise data across different security classification levels, so that the correct snapshot for each security level is updated at an agreed upon frequency.

The various security levels mean that all data must be labelled so that business rules can be used to control how data can be moved between security classification levels.

It may also be necessary to transform data from existing systems into the CRM system.

NSM wants to establish a partnership with a supplier who can deliver a CRM system that can run in our operating environment, and who in the long term can take responsibility for further development of the CRM system at several levels of classification as the new infrastructure replaces the existing infrastructure. This agreement covers the first phase for the procurement and development of basic functionality in a new CRM system for NSM. Later development steps may be relevant.

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

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

Start: 06/10/2023 End: 30/11/2023

This contract is subject to renewal: no

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

Open procedure

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.2.2. Time limit for receipt of tenders or requests to participate

Date: 12/09/2023 Local time: 12:00

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: 11/10/2023

IV.2.7. Conditions for opening of tenders

Date: 12/09/2023 Local time: 12:00

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: Asker og Bærum tilgrett

Postal address: Kjørboveien 10

Town: Sandvika

Postal code: 1337

Country: Norway

VI.5. Date of dispatch of this notice

28/08/2023