

Norway-Bergen: IT services: consulting, software development, Internet and support

OJ S 188/2023 29/09/2023

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Vestland fylkeskommune

National registration number: 821 311 632

Postal address: Postboks 7900

Town: BERGEN

NUTS code: NO0A2 Vestland

Postal code: 5020

Country: Norway

Contact person: Konrad Mikael Kokot

E-mail: konrad.mikael.kokot@vlfk.no**Internet address(es):**Main address: <http://www.vlfk.no>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://tendsign.no/doc.aspx?UniquelId=afavpwhhqp&GoTo=Docs>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://tendsign.no/doc.aspx?UniquelId=afavpwhhqp&GoTo=Tender>**I.4. Type of the contracting authority**

Regional or local authority

I.5. Main activity

General public services

Section II: Object

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

Procurement of a Service Management System

Reference number: VLFK/23/278

II.1.2. Main CPV code

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

II.1.3. Type of contract

Services

II.1.4. Short description

The aim of this procurement is to enter into a continuing contract for the procurement, operation, and maintenance of a Service Management System for the contracting authority. This system will be decisive for improving work processes for the contracting authority's employees, pupils/students, and other user groups, and making them more efficient.

II.1.5. Estimated total value

Value excluding VAT: 6 000 000,00 NOK

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

48000000 Software package and information systems, 72250000 System and support services , 72253000 Helpdesk and support services

II.2.3. Place of performance

NUTS code: NO0A2 Vestland

Main site or place of performance: Vestland County (VLFK)

II.2.4. Description of the procurement

The aim of this procurement is to enter into a continuing contract for the procurement, operation, and maintenance of a Service Management System for the contracting authority. This system will be decisive for improving work processes for the contracting authority's employees, pupils/students, and other user groups, and making them more efficient.

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: 6 000 000,00 NOK

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

Start: 01/04/2024 End: 03/04/2028

This contract is subject to renewal: no

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged minimum number: 3Maximum number: 5Objective criteria for choosing the limited number of candidates:

If there are more than 5 registered tenderers that meet the minimum qualification requirements, the contracting authority will rank the tenderers according to these qualification criteria:

Criterion 1 100%

Tenderers must have good experience from equivalent assignments in the last 3 years. See point 3.5 for further information on the qualification requirement.

Only those tenderers that are ranked as the best 5 will be invited to submit tenders.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

The contracting authority would like to have an option for a development environment /sandbox. Tenderers are asked to describe general possibilities for this for testing and ad-hoc needs.

See requirement 601 in the requirements specification for further information.

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:

Tenderers must be a legally established company.

- Norwegian tenderers: Company registration certificate from the Brønnøysund Register Centre*.
- Foreign tenderers: Proof that the tenderer is registered in the trade or business registry as prescribed in the legislation of the country in which the tenderer is established
Must be presented upon request.

III.1.2. Economic and financial standing

List and brief description of selection criteria:

Tenderers must have sufficient economic and financial capacity to fulfil the contract.

Minimum level(s) of standards possibly required:

The contracting authority will, as a starting point, obtain a credit rating of the tenderers. Credit rating based on the most recent financial figures. Financial strength will be evaluated in relation to turnover, operating profit margin, solidity and liquidity.

The contracting authority reserves the right to obtain the tenderers' annual accounts including notes with the board and auditor's reports from the last year.

Foreign tenderers are asked to submit their annual accounts, including any notes with the board and auditor's reports from the last two years.

If a tenderer, due to valid reasons, cannot present the requested documentation, he can prove his economic and financial position with other documentation that the contracting authority can accept.

Similarly, if the tenderer believes that publicly available financial data does not provide a true and fair view of the company's economic and financial position, the tenderer may supplement with the most recent quarterly, tertiary or half-yearly accounts. Such preliminary accounting information must be certified by an auditor or authorised accountant.

III.1.3. Technical and professional ability

List and brief description of selection criteria:

1.

Tenderers must have good experience from equivalent assignments in the last 3 years.

Equivalent means the delivery of a Service Management System for a comparable scope of users and functionality.

2.

Tenderers must have established relevant quality assurance measures.
The main tenderer cannot rely on other suppliers to fulfil this requirement.
Minimum level(s) of standards possibly required:

1.

Description of the 3 most relevant assignments from the tenderer during the last 3 years (a longer timeframe can be accepted if necessary to ensure competition). The description must include information of contract value, date and recipient (name, telephone no. and e-mail address).

References may be contacted if necessary to clarify the relevance of the assignment. However, it is still the tenderer's responsibility to substantiate relevance through the description. Tenderers must use the reference form in Annex 4.

2.

Description of quality assurance measures.

If a tenderer is certified in accordance with ISO 9001 or equivalent quality assurance certification, it is sufficient to attach a copy of the valid certificate.

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: 30/10/2023 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: 01/04/2024

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

Mercell notice: <https://opic.com/id/afavpwhhqp>.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Bergen tingrett

Town: Bergen

Country: Norway

VI.5. Date of dispatch of this notice

26/09/2023