

Norway-Hamar: Technical computer support services

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: Norsk Tipping AS

National registration number: 925 836 613

Postal address: Postboks 4414

Town: Hamar

NUTS code: NO020 Innlandet

Postal code: 2325

Country: Norway

Contact person: Erik Johannesen

E-mail: erik.johannesen@norsk-tipping.no

Internet address(es):

Main address: <http://www.norsk-tipping.no>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://tendsign.no/doc.aspx?Uniqueld=afwxkjavno&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?Uniqueld=afwxkjavno&GoTo=Tender>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Technology partner for customer service

Reference number: NT-23-0300

II.1.2. Main CPV code

72611000 Technical computer support services

II.1.3. Type of contract

Services

II.1.4. Short description

Norsk Tipping would like a technology partner for customer service that takes general responsibility, is future-orientated, and that can be the best partner for the company as regards the choice of technology and systems for the period up until 2030. Norsk Tipping would like to be a role model for other customer centres nationally and internationally by using advanced technology, and through this, be an attractive reference customer for the chosen supplier. Customer service must contribute to creating Norway's best digital customer experience in an efficient way.

The contest documents in this procurement are only in Norwegian.

II.1.5. Estimated total value

Value excluding VAT: 19 000 000,00 NOK

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

72222300 Information technology services, 72250000 System and support services, 72253000 Helpdesk and support services, 72253200 Systems support services

II.2.3. Place of performance

NUTS code: NO020 Innlandet

II.2.4. Description of the procurement

Norsk Tipping would like a technology partner for customer service that takes general responsibility, is future-orientated, and that can be the best partner for the company as regards the choice of technology and systems for the period up until 2030. Norsk Tipping would like to be a role model for other customer centres nationally and internationally by using advanced technology, and through this, be an attractive reference customer for the chosen supplier. Customer service must contribute to creating Norway's best digital customer experience in an efficient way.

The contest documents in this procurement are only in Norwegian.

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: 19 000 000,00 NOK

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

Start: 01/03/2024 End: 28/02/2028

This contract is subject to renewal: yes

Description of renewals:

4 extensions, each for 12 months

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

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: 01/11/2023 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: 28/04/2024

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/afwxkxvno>.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Østre Innlandet tingrett

Town: Hamar

Country: Norway

VI.5. Date of dispatch of this notice

26/09/2023