

Norway-Oslo: Sale of travel tickets and package tours services

OJ S 191/2023 04/10/2023

Contract award notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Det Norske Teatret

National registration number: 921 196 164

Postal address: Kristian IVsg 8

Town: Oslo

NUTS code: NO081 Oslo

Postal code: 0164

Country: Norway

Contact person: Thine Sletbakk Bugge

E-mail: thine.sletbakk@detnorsketeatret.no

Telephone: +47 40036173

Internet address(es):Main address: <https://www.detnorsketeatret.no>Address of the buyer profile: <https://eu.eu-supply.com/ctm/Company/CompanyInformation/Index/361900>**I.4. Type of the contracting authority**

Body governed by public law

I.5. Main activity

Recreation, culture and religion

Section II: Object

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

Ticketing system for Det Norske Teatret

Reference number: DNT ted 1/2023

II.1.2. Main CPV code

63512000 Sale of travel tickets and package tours services

II.1.3. Type of contract

Services

II.1.4. Short description

The purpose of the procurement is to enter into an agreement with a single professional supplier covering delivery and operation of a cloud-based system for ticket sales and a CRM solution for the collection, analysis and strategic use of customer data.

Accordingly, signature of any agreement relating to a new ticketing system will be conditional on confirmation from the supplier that implementation of the new solution can be completed by April 2024. See the award criteria for further details.

Det Norske Teatret is looking for an innovative and knowledgeable partner to supply an “off-the-shelf” dynamic ticketing system capable of meeting constantly evolving market demands. The ticketing system must offer integrated CRM functionality or include a system that supports simple integration with functions and systems required at any given time. The anticipated sale volume is approximately 250,000 tickets a year.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 4 500 000,00 NOK

II.2. Description

II.2.2. Additional CPV code(s)

22459000 Tickets, 48480000 Sales, marketing and business intelligence software package, 79342320 Customer-care services, 79342300 Customer services, 79342200 Promotional services, 48445000 Customer Relation Management software package, 72212480 Sales, marketing and business intelligence software development services

II.2.3. Place of performance

NUTS code: NO081 Oslo

Main site or place of performance: Det Norske Teatret

II.2.4. Description of the procurement

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Accordingly, signature of any agreement relating to a new ticketing system will be conditional on confirmation from the supplier that implementation of the new solution can be completed by April 2024. See the award criteria for further details.

Det Norske Teatret is looking for an innovative and knowledgeable partner to supply an “off-the-shelf” dynamic ticketing system capable of meeting constantly evolving market demands. The ticketing system must offer integrated CRM functionality or include a system that supports simple integration with functions and systems required at any given time. The anticipated sale volume is approximately 250,000 tickets a year.

II.2.5. Award criteria

Quality criterion - Name: Delivery capacity / Weighting: 20%

Quality criterion - Name: Quality / Weighting: 50%

Price - Weighting: 30% (price)

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2023/S 129-407567](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Contract No: 1

Title:

Billettsystem til Det Norske Teatret/Ticketing system for Det Norske Teatret

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

28/09/2023

V.2.2. Information about tenders

Number of tenders received: 4

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Tixly AS

Postal address: Reidar Bergesgate 9

Town: Stavanger

NUTS code: NO Norge

Postal code: 4013

Country: Norway

Telephone: +47 99014414

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 4 500 000,00 NOK

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Oslo Tingrett

Postal address: Postboks 2106 Vika

Town: Oslo

Postal code: 0125

Country: Norway

E-mail: oslo.tingrett@domstol.no

Telephone: +47 22035200

Internet address: <https://www.domstol.no/no/domstoler/tingrett/oslo-tingrett>

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

www.kofa.no

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Klagenemnda for offentlige anskaffelser (KOFA)

Postal address: Postboks 511 sentrum

Town: Bergen

Postal code: 5805

Country: Norway

E-mail: post@knse.no

Telephone: +47 55193000

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

VI.5. Date of dispatch of this notice

29/09/2023