

Norway-Oslo: Administration software package

OJ S 209/2022 28/10/2022

Contract notice

Supplies

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Oslo kommune v/ Velferdsetaten

National registration number: 997 506 413

Postal address: Storgata 51

Town: Oslo

NUTS code: NO081 Oslo

Postal code: 0182

Country: Norway

Contact person: Eli Sandnes Flateland

E-mail: elisandnes.flateland@vel.oslo.kommune.no

Telephone: +47 41507308

Internet address(es):

Main address: www.oslo.kommune.no

Address of the buyer profile: <https://eu.eu-supply.com/ctm/Company/CompanyInformation/Index/309822>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: http://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=343690&B=OSLO

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: http://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=343690&B=OSLO

Tenders or requests to participate must be submitted to the abovementioned address

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 cloud-based SaaS - ordering system for the administration of interpretation and translation assignments

Reference number: 22/1630

II.1.2.

Main CPV code

48219300 Administration software package

II.1.3. Type of contract

Supplies

II.1.4. Short description

The purpose of the procurement is to enter into an agreement for the purchase of a cloud-based SaaS ordering system for the administration of interpretation and translation assignments. The Interpretation Service [Tolketjenesten] will procure a cloud-based SaaS system for the administration of interpretation and translation assignments. The assignment concerns the delivery of a cloud-based SaaS service for the ordering, administration and management of interpretation and translation assignments under the auspices of the Interpretation Service [Tolketjenesten] in Oslo municipality.

II.1.5. Estimated total value

Value excluding VAT: 6 300 000,00 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

II.2.3. Place of performance

NUTS code: NO081 Oslo

NUTS code: NO Norge

Main site or place of performance: Oslo

II.2.4. Description of the procurement

The purpose of the procurement is to enter into an agreement for the purchase of a cloud-based SaaS ordering system for the administration of interpretation and translation assignments. The Interpretation Service [Tolketjenesten] will procure a cloud-based SaaS system for the administration of interpretation and translation assignments. The assignment concerns the delivery of a cloud-based SaaS service for the ordering, administration and management of interpretation and translation assignments under the auspices of the Interpretation Service [Tolketjenesten] in Oslo municipality.

The system must contribute to the efficient delivery of interpretation and translation assignments for the Interpretation Service's customers, and must be a simple management and administration tool for the Interpretation Service's employees. This means that the system must be user-friendly, including intuitive and easily accessible for both customers placing orders, interpreters and translators, as well as the employees of the Interpretation Service. The system must be an off-the-shelf product that is ready for use and must be operated by the tenderer. The system must comply with all applicable rules and guidelines relating to privacy and information security, including GDPR. Furthermore, the solution must have integration with Unit4 Agresso, M365, email and IdP systems.

The system must have the option to add different user types that cover various types of users of the ordering system, with customised interfaces for the Interpretation Service, customers /orderers, interpreters/translators.

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: 6 300 000,00 NOK

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

Duration in months: 48

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: yes

Description of options:

The contracting authority has the option to extend the contract for an additional 1 + 1 year on identical terms. The maximum combined contract period will be 6 years. The agreement is automatically extended if the tenderer does not receive written notice of termination within 3 months before the end of the contract period.

If there is a need for upgrades or further development of the system that is not covered by the original procurement, the contracting authority reserves the right to trigger the following options:

Purchase of consulting services related to the above for up to 20 hours per year. Unused hours from one year can be carried over to the next year.

Purchase of fully developed additional functions/modules ("off-the-shelf") of up to NOK 25,000 per year. Ready-made additional functions can, for example, be document processing in connection with interpretation assignments, integration with the National Register of Interpreters and similar. The examples are not exhaustive.

Upon triggering of the option for consulting hours, the hourly prices entered by the tenderer as they follow from annex 2b - SSA-L annex 6 shall be used as a basis.

Upon triggering of the option for fully developed additional functions/modules ("off-the-shelf"), the tenderer must offer these at the general market price.

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

III.1.2. Economic and financial standing

List and brief description of selection criteria:

Tenderers must have the financial capacity to implement the contract. The tenderer's tax and VAT payments must be in order.

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

SSA-L and annexes.

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: 09/12/2022 Local time: 10:00

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: 24/02/2023

IV.2.7. Conditions for opening of tenders

Date: 09/12/2022 Local time: 10:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

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.4.2. Body responsible for mediation procedures

Official name: KOFA

Postal address: Zander Kaaes gate 7

Town: Bergen

Postal code: 5015

Country: Norway

E-mail: post@knse.no

Telephone: +47 55193000

Internet address: <https://www.klagenemndssekretariatet.no/klagenemda-for-offentlige-anskaffelser-kofa>

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

Official name: Oslo kommune

Town: Oslo

Country: Norway

VI.5. Date of dispatch of this notice

24/10/2022