

Norway-Oslo: Communication software development services
OJ S 209/2022 28/10/2022
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Utlendingsdirektoratet - UDI

National registration number: 974760746

Postal address: Innspurten 11D

Town: OSLO

NUTS code: NO Norge

Postal code: 0663

Country: Norway

E-mail: lonss@udi.no

Internet address(es):

Main address: <https://permalink.mercell.com/161586188.aspx>

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

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

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Procurement of a chatbot

Reference number: 21/16390

II.1.2. Main CPV code

72212510 Communication software development services

II.1.3. Type of contract

Services

II.1.4. Short description

The contracting authority shall start using a chatbot for users that visit www.udi.no to become more self-reliant and self-serviced.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7.

Total value of the procurement

Value excluding VAT: 4 275 996,00 NOK

II.2. Description

II.2.2. Additional CPV code(s)

48333000 Contact management software package, 48510000 Communication software package, 48511000 Desktop communications software package, 64216110 Electronic data exchange services, 72212222 Web server software development services, 72413000 World wide web (www) site design services, 72415000 World wide web (www) site operation host services, 72416000 Application service providers

II.2.3. Place of performance

NUTS code: NO081 Oslo

II.2.4. Description of the procurement

The service will mean that more users get the answers they need 24/7 and without having to wait. Chatbot will function as a supplement to the guidelines' channels that the contracting authority already has and will unload the current guideline service.

II.2.5. Award criteria

Quality criterion - Name: Quality / Weighting: 70 %

Price - Weighting: 30%

II.2.11. Information about options

Options: yes

Description of options:

The agreement includes options for the delivery of up to 2 extra chatbots of the same type, additional functionality connected to authentication via the ID-port of the final user, as well as some hourly based consultancy services.

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

The initial agreement period is 2 years. After that the contracting authority can make options for an extension one or several times, for up to four additional years. The agreement period may therefore be a total of 6 years if the options are activated.

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: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2021/S 161-425730](#)

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

Title:

Procurement of a chatbot

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

28/10/2021

V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 4

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

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

V.2.3. Name and address of the contractor

Official name: Convertelligence AS

Postal address: Bygg N, Trondheimsveien 2

Town: Oslo

NUTS code: NO081 Oslo

Postal code: 0560

Country: Norway

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 12 000 000,00 NOK

Total value of the contract/lot: 4 275 996,00 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

Town: OSLO

Country: Norway

VI.5. Date of dispatch of this notice

24/10/2022