

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

OJ S 199/2023 16/10/2023

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Norwegian Ministry of Foreign Affairs

National registration number: 972 417 920

Postal address: PO Box 8114 Dep.

Town: Oslo

NUTS code: NO081 Oslo

Postal code: 0032

Country: Norway

Contact person: Mr. Steinar Lund

E-mail: steinar-johan.lund@dss.dep.no

Telephone: +47 22249090

Internet address(es):

Main address: <https://www.regjeringen.no/no/dep/ud/id833/>

Address of the buyer profile: <https://eu.eu-supply.com/ctm/Company/CompanyInformation/Index/245665>

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=378412&B=DFO

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=378412&B=DFO

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

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

SaaS service for export control and sanctions

Reference number: 23/11086

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 purpose of the procurement is to establish agreements with one supplier who can deliver a SaaS service that encompass the desired functions, security, integrations and interfaces, deliver the necessary support and maintenance, as well as operation over its lifetime. The agreements must allow for the service to be further developed to be relevant, for example to satisfy new regulations, new needs, and changed work processes.

The SaaS service must give other national actors with statutory tasks within export control access to data from/in the system.

There is a need for integration with other systems, such as the archive system and the Customs Agency's systems.

There is also a need to convert data from existing systems to the SaaS service.

II.1.5. Estimated total value

Value excluding VAT: 62 200 000,00 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, 72227000 Software integration consultancy services, 72254000 Software testing, 72261000 Software support services, 72262000 Software development services, 72265000 Software configuration services, 72267100 Maintenance of information technology software, 72510000 Computer-related management services

II.2.3. Place of performance

NUTS code: NO081 Oslo

Main site or place of performance: Oslo

II.2.4. Description of the procurement

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II.2.5. Award criteria

Criteria below

Quality criterion - Name: Proposed solution / Weighting: 35%

Quality criterion - Name: Implementation / Weighting: 20%

Quality criterion - Name: Competence and experience of the Supplier's resources / Weighting: 15%

Price - Weighting: 30%

II.2.6. Estimated value

Value excluding VAT: 62 200 000,00 NOK

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

The parties will sign an agreement on the purchase of development of the services. The duration is estimated to 12 months. The parties will also sign an agreement on the purchase the SaaS service itself, including, support and operation. The agreement has a duration of 3 years. The agreement is then automatically renewed for one year at a time unless terminated by one of the parties.

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

Envisaged minimum number: 3 Maximum number: 4 Objective criteria for choosing the limited number of candidates:

1. Degree of similarity between the experience deliveries and this procurement (weight 70%).
2. How long time the supplier has been responsible for maintenance/support, operation and security management when delivering the relevant SaaS service (weight 30%).

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

The contracts include several options, including the purchase of:

- Training.
- General further development.
- Assistance with the Customer's or the Customer's third-party troubleshooting and error correction.
- Development of multi-factor authentication for specific user groups.
- Integration for the archiving process against the archive system.
- Implementation of a report function in the solution.
- Assistance for the customer's technical risk assessments.
- Further development of integration of the eLicense-Customs Agency's systems for two-way integration.

See further information in the competitive documents.

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 estimated value of the procurement includes the estimated value of the establishing phase including putting the services into operation, operation over eight years, as well as estimated values for options and possibilities for additional purchases.

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:

Requirement: The supplier must be a legally established company.

Documentation requirement: See the documentation requirement in the competitive documents.

III.1.2. Economic and financial standing

List and brief description of selection criteria:

Requirement: The supplier must have sufficient economic and financial capacity to be able to carry out the contract. Credit rating "Credit against collateral" or an equivalent rating will always be sufficient.

Documentation: See the documentation requirement in the competitive documents.

Minimum level(s) of standards possibly required:

See above.

III.1.3. Technical and professional ability

List and brief description of selection criteria:

1. The supplier must have sufficient experience in delivering SaaS services with a similar service scope and service content as the Ministry requests in this procurement.

The scope of services includes development/adaptation and putting into operation, maintenance/support, operation and security management when delivering a SaaS service, including integration with other systems. Service content includes functionality for: Receipt, case management, decisions and feedback on applications and inquiries, as well as archiving. Each of the supplier's experience deliveries must not contain all the elements above, but the experience deliveries together must contain all the elements.

Documentation requirements: See the documentation requirement in the competitive documents.

2. The supplier must have sufficient personnel resources with sufficient competence.

Having competent personnel in the following numbers per role will always be sufficient:

2 pcs. project managers, 2 pcs. test leaders, 2 pcs. architect, 2 pcs. UX designers, 2 pcs. scrum-masters or equivalent, 2 pcs. process managers workflow, 2 pcs. developer - Senior consultant (more than 5 years' experience), 2 pcs. developer - Consultant (0-5 years' experience), 2 pcs. testers, 2 pcs. user support/support and 2 pcs. delivery manager.

Documentation requirements: See the documentation requirement in the competitive documents.

Minimum level(s) of standards possibly required:

See above.

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: 20/11/2023 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: 28/06/2024

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Oslo District Court

Postal address: PO Box 2106 Vika

Town: Oslo

Postal code: 0125

Country: Norway

E-mail: oslo.tingrett@domstol.no

Telephone: +47 22035200

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

VI.4.2. Body responsible for mediation procedures

Official name: Oslo District Court

Postal address: PO Box 2106 Vika

Town: Oslo

Postal code: 0125

Country: Norway

E-mail: oslo.tingrett@domstol.no

Telephone: +47 22035200

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

Official name: Norwegian Ministry of Foreign Affairs

Postal address: PO Box 8114 Dep

Town: Oslo

Postal code: 0032

Country: Norway

E-mail: post@mfa.no

Telephone: +47 23950000

Internet address: <https://www.regjeringen.no/no/dep/ud/kontakt/id841/>

VI.5.

Date of dispatch of this notice

11/10/2023