

Norway-Oslo: Custom software development services

OJ S 250/2020 23/12/2020

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Forbrukerrådet

National registration number: 871033382

Postal address: Fred. Olsens gate 1

Town: Oslo

NUTS code: NO Norge

Postal code: 0152

Country: Norway

Contact person: Pål Granholmen

E-mail: pal.granholmen@forbrukerradet.no

Telephone: +47 97062706

Fax: +47 23400502

Internet address(es):

Main address: <https://permalink.mercell.com/145562125.aspx>

Address of the buyer profile: www.forbrukerradet.no

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://permalink.mercell.com/145562125.aspx>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://permalink.mercell.com/145562125.aspx>

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

Future First-Line

Reference number: 20/18042

II.1.2. Main CPV code

72230000 Custom software development services

II.1.3.

Type of contract

Services

II.1.4. Short description

Forbrukerrådet (the Consumer Council of Norway) is an independent interest organisation, assisting the consumers and influencing authorities and businesses in a user-friendly direction. Forbrukerrådet (the Consumer Council of Norway) is state-financed, but is politically independent from the superior ministry (Ministry of Children and Family Affairs (BFD)) with special powers, its own board, and its own statutes determined by royal resolution. The Director of the Consumer Council of Norway is Inger Lise Blyverket, and the Consumer Council of Norway's board is headed by Anne Kathrine Slungård. The Consumer Council of Norway's vision is to give consumers the power and opportunity to make good choices. The Consumer Council of Norway has three focus areas that will all contribute to this vision: consumer service, consumer policy and market portals.

II.1.5. Estimated total value

Value excluding VAT: 30 400 000,00 NOK

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

72200000 Software programming and consultancy services

II.2.3. Place of performance

NUTS code: NO011 Oslo

Main site or place of performance: Fred Olsens gate 1, Oslo.

II.2.4. Description of the procurement

The Consumer Council of Norway will meet the needs of the consumers, put them in a position to make good choices and safeguard their rights. Consumer vulnerability has increased in recent years and there is a need to strengthen the consumer role.

In the Consumer Council of Norway, the first-line provides the consumer with advice and guidance, practical and legal, both individually and collectively. The guidance includes pure information, digital solutions, user platforms and guidance one-to-one through via telephone and email.

First-line responsibility:

- inform of the consumers' rights and duties;
 - guide about how the consumers can find out their rights;
 - guide about how they can possibly take the case further in the consumer complaint system.
- An important assignment is also to reality-orientate consumers before complaints are lodged. See the comprehensive notice in the tender documentation

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: 30 400 000,00 NOK

II.2.7.

Duration of the contract, framework agreement or dynamic purchasing system

Start: 15/03/2021 End: 31/12/2021

This contract is subject to renewal: yes

Description of renewals:

The contract applies for 2021 (estimated value of NOK 8 million including VAT) with the possibility to extend for up to 3 year (2022, 2023 and 2024) (estimated NOK 30 million including VAT).

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

The contract applies for 2021, with the possibility of extending for up to 3 years.

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:

See the requirement specifications.

III.1.2. Economic and financial standing

List and brief description of selection criteria:

See the requirement specifications.

Minimum level(s) of standards possibly required:

See the requirement specifications.

III.1.3. Technical and professional ability

List and brief description of selection criteria:

See the requirement specifications.

Minimum level(s) of standards possibly required:

See the requirement specifications.

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

See the requirement specifications.

III.2.3. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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.2.2. Time limit for receipt of tenders or requests to participate

Date: 29/01/2021 Local time: 16:00

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: 30/04/2021

IV.2.7. Conditions for opening of tenders

Date: 01/02/2021 Local time: 10:00

Place:

Digital tender opening.

Information about authorised persons and opening procedure: Ann Kristin Svindal Erlandsen.

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: www.domstol.no

VI.5. Date of dispatch of this notice

18/12/2020

