

Norway-Oslo: Customer Relation Management software development services
OJ S 206/2023 25/10/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Patentstyret

National registration number: 971526157

Postal address: Pb. 4863 Nydalen

Town: OSLO

NUTS code: NO Norge

Postal code: 0422

Country: Norway

Contact person: Amal Karmi

E-mail: aka@patentstyret.no

Telephone: +47 22387355

Fax: +47 22387301

Internet address(es):

Main address: <https://permalink.mercell.com/186863491.aspx>

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

I.4. Type of the contracting authority

National or federal agency/office

I.5. Main activity

Economic and financial affairs

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

CRM system for Patentstyret [the Norwegian Industrial Property Office] (Prequalification)

Reference number: 2022/1217

II.1.2. Main CPV code

72212445 Customer Relation Management software development services

II.1.3. Type of contract

Services

II.1.4. Short description

Patentstyret [the Norwegian Industrial Property Office] would like to procure a system for customer relationship management (hereinafter referred to as the CRM system) The system will be a primary tool for administration and follow-up of customer data and customer relations within the area "courses and marketing". The agreement we would like to enter into sets up an

"establishment phase" where the CRM system is implemented, existing customer databases are transferred to the new system, registrations and courses are set up and some minor integrations are made. Furthermore, we envisage a "phase to expand" for, among other things, the use of the CRM system on product data within the agency's core business.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 5 000 000,00 NOK

II.2. Description

II.2.2. Additional CPV code(s)

48445000 Customer Relation Management software package, 72263000 Software implementation services, 72320000 Database services

II.2.3. Place of performance

NUTS code: NO081 Oslo

II.2.4. Description of the procurement

Patentstyret [the Norwegian Industrial Property Office] would like to procure a system for customer relationship management (hereinafter referred to as the CRM system) The system will be a primary tool for administration and follow-up of customer data and customer relations within the area "courses and marketing". The agreement we would like to enter into sets up an "establishment phase" where the CRM system is implemented, existing customer databases are transferred to the new system, registrations and courses are set up and some minor integrations are made. Furthermore, we envisage a "phase to expand" for, among other things, the use of the CRM system on product data within the agency's core business.

II.2.5. Award criteria

Quality criterion - Name: Responses to the relevant points in SSA-L, Annex 2 / Weighting: 65
Price - Weighting: 35

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

Competitive procedure with negotiation

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: [2022/S 186-528001](#)

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:

CRM system for Patentstyret (phase 2)

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

14/02/2023

V.2.2. Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 7

Number of tenders received from tenderers from other EU Member States: 7

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

Number of tenders received by electronic means: 7

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

V.2.3. Name and address of the contractor

Official name: TRY Dig AS

Postal address: Øvre Slottsgate 8

Town: OSLO

NUTS code: NO081 Oslo

Postal code: 0157

Country: Norway

E-mail: torgeir@try.no

Telephone: +47 95044677

The contractor is an SME: yes

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

Total value of the contract/lot: 5 000 000,00 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

Town: Oslo
Country: Norway

VI.5. Date of dispatch of this notice

20/10/2023