

**Norway-Skien: Software package and information systems**

OJ S 235/2022 06/12/2022

Contract notice

Supplies

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: FORBRUKERTILSYNET

National registration number: 974 761 335

Postal address: Postboks 2862 Kjørbekk

Town: Skien

NUTS code: NO091 Vestfold og Telemark

Postal code: 3702

Country: Norway

Contact person: Karete Kuraas Lindalen

E-mail: [kli@forbrukertilsynet.no](mailto:kli@forbrukertilsynet.no)

Telephone: +47 90779261

**Internet address(es):**Main address: <https://www.forbrukertilsynet.no/>Address of the buyer profile: <https://eu.eu-supply.com/ctm/Company/CompanyInformation/Index/420402>**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=344237&B=DFO](http://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=344237&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=344237&B=DFO](http://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=344237&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**

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**II.1. Scope of the procurement****II.1.1. Title**

Procurement of case management system for the Norwegian Consumer Authority

**II.1.2. Main CPV code**

48000000 Software package and information systems

**II.1.3.**

## **Type of contract**

Supplies

### **II.1.4. Short description**

The Norwegian Consumer Authority needs a system that can receive and process external and internal enquiries. The enquiries can apply to complaints in the relationship between users and businesses. The enquiries can be submitted via online forms, telephone, email or traditional letters. Such enquiries must be processed in accordance with consistent and formal processes. The enquiries may result in the need for mediation and subsequent measures, or supervision of industries or businesses.

### **II.1.5. Estimated total value**

Value excluding VAT: 5 000 000,00 NOK

### **II.1.6. Information about lots**

This contract is divided into lots: no

## **II.2. Description**

### **II.2.2. Additional CPV code(s)**

72000000 IT services: consulting, software development, Internet and support

### **II.2.3. Place of performance**

NUTS code: NO091 Vestfold og Telemark  
Main site or place of performance: Porsgrunn

### **II.2.4. Description of the procurement**

The Norwegian Consumer Authority needs a system that can receive and process external and internal enquiries. The enquiries can apply to complaints in the relationship between users and businesses. The enquiries can be submitted via online forms, telephone, email or traditional letters. Such enquiries must be processed in accordance with consistent and formal processes. The enquiries may result in the need for mediation and subsequent measures, or supervision of industries or businesses.

### **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: 5 000 000,00 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:

Extension of the operating agreement if the system satisfies our needs at the end of the agreement.

### **II.2.10. Information about variants**

Variants will be accepted: no

### **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 III: Legal, economic, financial and technical information**

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### **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 tender documentation.

#### **III.1.2. Economic and financial standing**

List and brief description of selection criteria:

See the tender documentation.

#### **III.1.3. Technical and professional ability**

List and brief description of selection criteria:

See the tender documentation.

### **III.2. Conditions related to the contract**

#### **III.2.2. Contract performance conditions**

See the tender documentation.

## **Section IV: Procedure**

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### **IV.1. Description**

#### **IV.1.1. Type of procedure**

Competitive dialogue

#### **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: 03/01/2023 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: 02/05/2023

## **Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: no

**VI.2. Information about electronic workflows**

Electronic invoicing will be accepted

**VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: Nedre Telemark tingrett

Postal address: Gjerpensgate 16

Town: Skien

Postal code: 3716

Country: Norway

**VI.4.2. Body responsible for mediation procedures**

Official name: Nedre Telemark tingrett

Postal address: Gjerpensgate 16

Town: Skien

Postal code: 3716

Country: Norway

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

Official name: Klagenemnda for offentlige anskaffelser - KOFA

Postal address: Postboks 511 sentrum

Town: Bergen

Postal code: 5805

Country: Norway

**VI.5. Date of dispatch of this notice**

01/12/2022