

**Norway-Hønefoss: Software-related services**  
**OJ S 217/2023 10/11/2023**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: STATENS KARTVERK  
National registration number: 971040238  
Postal address: Kartverksveien 21  
Town: HØNEFOSS  
NUTS code: NO Norge  
Postal code: 3507  
Country: Norway  
E-mail: [caroline.kjennerud@kartverket.no](mailto:caroline.kjennerud@kartverket.no)  
Telephone: +47 32118000

**Internet address(es):**

Main address: <https://permalink.mercell.com/201852956.aspx>  
Address of the buyer profile: <http://www.kartverket.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

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**Section II: Object**

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

**II.1.1. Title**

Procurement of an assistance and maintenance contract for MS Dynamics 365 and associated integrations and third party systems  
Reference number: 23/21986

**II.1.2. Main CPV code**

72260000 Software-related services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

The Norwegian Mapping Authority would like to enter into a contract for maintenance and consultancy services connected to MS Microsoft Dynamics 365 CRM.

**II.1.6. Information about lots**

This contract is divided into lots: no

### **II.1.7. Total value of the procurement**

Value excluding VAT: 4 000 000,00 NOK

## **II.2. Description**

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

48000000 Software package and information systems, 72227000 Software integration consultancy services, 72261000 Software support services, 72262000 Software development services, 72266000 Software consultancy services, 72267000 Software maintenance and repair services

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

NUTS code: NO Norge

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

The Norwegian Mapping Authority (hereafter called the contracting authority) would like to enter into a contract for maintenance and consultancy services connected to MS Microsoft Dynamics 365 CRM. Two separate contracts will be signed in order to ensure sufficient regulation of both the maintenance service and the consultancy services. Both the contracts will be signed with one and the same tenderer.

The maintenance contract will be for the existing MS Microsoft Dynamics 365 CRM installations with associated integrations and third party systems. The contract will ensure that the contracting authority has the desired support/user support and operational security, and that there are requirements for a good and well-functioning customer support centre.

Tenderers must offer a fixed monthly price for providing the maintenance service. For further information on the content and the requirements for the maintenance service see SSA V-Annex 1 in particular.

The assistance contract concerns assistance in the form of consultancy services - specifically expertise within development - on MS Microsoft Dynamics 365 CRM systems and relevant additional functions. The contract will cover both adaptations, changes, and/or development based on the contracting authority's needs. The need for the procurement of services will vary a lot during the year and from year to year. The contract does not include any procurement obligations from the contracting authority's side in the contract period, but the estimate is that the contract will be used for 200-300 hours a year. Any need for expansions/development projects will come in addition to the estimated number of hours. For further information on the content and the requirements for the consultancy services see SSA-B - Annex 1 in particular. See the tender documentation and annexes for further information on the need and the requirements set for the services.

### **II.2.5. Award criteria**

Quality criterion - Name: Competence and availability. / Weighting: 35

Quality criterion - Name: Service, support, and work routines / Weighting: 25

Price - Weighting: 40

### **II.2.11. Information about options**

Options: yes

Description of options:

The contracting authority has an option to extend the contract on the same terms for 2 + 2 years so that the total possible contract length is 6 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 IV: Procedure

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##### 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: no

##### IV.2. Administrative information

###### IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2023/S 123-388554](#)

###### 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

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##### Title:

Procurement of an assistance and maintenance contract for MS Dynamics 365 and associated integrations and third party systems

A contract/lot is awarded: yes

##### V.2. Award of contract

###### V.2.1. Date of conclusion of the contract

27/09/2023

###### V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

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: PROSESSPILOTENE AS

Postal address: Postboks 86

Town: ASKER

NUTS code: NO082 Viken

Postal code: 1371

Country: Norway  
E-mail: [support@prosesspilorene.no](mailto:support@prosesspilorene.no)  
Telephone: +47 66901900  
The contractor is an SME: no

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

Total value of the contract/lot: 4 000 000,00 NOK

**V.2.5. Information about subcontracting**

**Section VI: Complementary information**

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**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

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

06/11/2023