

Norway-Kongsvinger: Contact management software development services
OJ S 243/2022 16/12/2022
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Statistisk Sentralbyrå

National registration number: 971526920

Postal address: Postboks 2633 St. Hanshaugen, 0131 Oslo

Town: Kongsvinger

NUTS code: NO Norge

Postal code: 2208

Country: Norway

Contact person: Andras Szolnoki

E-mail: asz@ssb.no

Telephone: +47 62885000

Internet address(es):

Main address: <https://permalink.mercell.com/184694025.aspx>

Address of the buyer profile: <http://www.ssb.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

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Service Management System for SSB.

Reference number: 22/1197

II.1.2. Main CPV code

72212333 Contact management software development services

II.1.3. Type of contract

Services

II.1.4. Short description

Helpdesk/Ticketsystem to deal with enquiries to IT/the info service/etc.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 3 000 000,00 NOK

II.2. Description

II.2.2. Additional CPV code(s)

48211000 Platform interconnectivity software package, 48213000 Operating system enhancement software package, 48219300 Administration software package, 48222000 Web server software package, 48330000 Scheduling and productivity software package, 48333000 Contact management software package, 48500000 Communication and multimedia software package, 48510000 Communication software package, 48516000 Exchange software package , 72212211 Platform interconnectivity software development services, 72212510 Communication software development services

II.2.3. Place of performance

NUTS code: NO020 Innlandet

NUTS code: NO081 Oslo

Main site or place of performance: Kongsvinger.

II.2.4. Description of the procurement

SSB needs an internal enquiry system. The system must cover the needs for, amongst other things, the IT Department, Building Service, the Reply Service, and the Information Service.

II.2.5. Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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 162-462483](#)

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:

Service Management System for Statistics Norway [Statistisk sentralbyrå]

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

22/11/2022

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: 4

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: Pureservice AS

Postal address: Karl Johans gate 20

Town: OSLO

NUTS code: NO020 Innlandet

Postal code: 0159

Country: Norway

The contractor is an SME: yes

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

Total value of the contract/lot: 3 000 000,00 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

13/12/2022