

Norway-Stavanger: Software supply services
OJ S 225/2023 22/11/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Stavanger kommune

National registration number: 964965226

Postal address: Postboks 8001

Town: STAVANGER

NUTS code: NO0A1 Rogaland

Postal code: 4068

Country: Norway

Contact person: Lin Helliesen

E-mail: lin.helliesen@stavanger.kommune.no

Telephone: +47 51507567

Internet address(es):

Main address: <https://permalink.mercell.com/203480601.aspx>

Address of the buyer profile: <https://www.stavanger.kommune.no/>

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

IT Service Management system

Reference number: 23/23321

II.1.2. Main CPV code

72268000 Software supply services

II.1.3. Type of contract

Services

II.1.4. Short description

Stavanger municipality invites tenderers to a tender contest for a contract for the delivery of a new ITSM system.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 6 089 200,00 NOK

II.2. Description

II.2.2. Additional CPV code(s)

48219300 Administration software package, 48311000 Document management software package, 48311100 Document management system, 48400000 Business transaction and personal business software package, 48451000 Enterprise resource planning software package, 72220000 Systems and technical consultancy services, 72222300 Information technology services, 72230000 Custom software development services, 72512000 Document management services

II.2.3. Place of performance

NUTS code: NO0A1 Rogaland

II.2.4. Description of the procurement

The purpose of the procurement is to implement a modern ITSM system with an extensive focus on user-friendliness for all user groups. This applies to case managers, system administrators and end users.

The system must support the ITIL4 framework.

II.2.5. Award criteria

Quality criterion - Name: Functionality and user friendliness. / Weighting: 75

Price - Weighting: 25

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

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 115-355193](#)

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:

IT Service Management system

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

30/10/2023

V.2.2. Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 3

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

Number of tenders received by electronic means: 3

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

V.2.3. Name and address of the contractor

Official name: Manag-E Nordic AS

Postal address: Postboks 443

Town: ASKER

NUTS code: NO082 Viken

Postal code: 1373

Country: Norway

E-mail: rolf.frydenberg@managenordic.no

Telephone: +47 90127992

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 12 000 000,00 NOK

Total value of the contract/lot: 6 089 200,00 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: Stavanger Tingrett

Town: Stavanger

Country: Norway

VI.5. Date of dispatch of this notice

17/11/2023

