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The supply regulations

General announcement of competition

EEA notice

Part I: Services

I.1) Names and addresses

Flytoget AS

965694404

Bishop Gunnerus' gate 14A

OSLO

0101

NO

Contact person: Åge Pedersen

Phone: +47 23159000

E-mail: age.pedersen@flytoget.no (<mailto:age.pedersen@flytoget.no>)

NUTS code: NO081 - Oslo

County: Oslo

Internet address(es):

Website client: <https://permalink.mercell.com/172295562.aspx>

(<https://permalink.mercell.com/172295562.aspx>)

Website Buyer profile: <http://www.flytoget.no/> (<http://www.flytoget.no/>)

I.3) Communication

The tender documents are electronically available with free, direct and unlimited access to:

<https://permalink.mercell.com/172295562.aspx>

(<https://permalink.mercell.com/172295562.aspx>)

Additional information can be found at the address above:

Offers or requests to participate are sent

electronically via: <https://permalink.mercell.com/172295562.aspx>
(<https://permalink.mercell.com/172295562.aspx>)

I.6) Main activity

Rail transport

Part II: The contract

II.1) Scope of procurement

II.1.1) Title

IT operations services - qualification

II.1.2) Main CPV code

72000000 - Computer services: consulting, software development, internet and system support

II.1.3) Type of contract

Services

II.1.4) Short description

Flytoget wants to connect with a supplier who will act as Flytoget's operating partner, and who will manage Flytoget's IT operations. The purpose of the procurement is to ensure:

- A robust and safe operation without operational disturbances.
- Possibility of scaling the operating environment.
- Flexibility when making changes, ordering and delivery time.
- Good operational competence.
- Good cooperation between Flytoget and the operating supplier.
- Single Point of Contact for all inquiries from Flytoget's users.
- Contract and price conditions.
- Compliance with current and future requirements.

The procurement consists of two phases:

1) Office

support platform 2) Sales system platform

Click here <https://permalink.mercell.com/172295562.aspx>

II.1.6) Information about subcontracts

This procurement is divided into subcontracts: no

II.2) Description

II.2.3) Place of implementation

NUTS code: NO081 - Oslo

County: Oslo

II.2.4) Description of the procurement

Flytoget wants the operating partner to take responsibility for the operation of:

- Basic operation services, including server operation, network operation, client operation, security of the operating platform, back-up and restore.
- Communication solutions, including VPN and firewall.
- Establish and operate a service desk service, including support.
- Application operation for selected and defined applications.
- Be a Single Point Of Contact for all inquiries from Flytoget's users.
- Phase 1 of the project consists of taking over responsibility for operational services related to office support, and also responsibility for Flytoget's services running in Azure.
- Phase 2 of the project consists of taking over responsibility for operational services related to the sales system.
- It is desirable to complete phase 1 before phase 2.

II.2.5) Award criteria

Price is not the only award criterion, and all criteria are stated only in the tender documents

II.2.7)

Duration of the contract, framework agreement or dynamic purchasing scheme

Start: 06.05.2022 / End: 31.01.2028

This contract can be renewed: no

II.2.10) Information about alternative offers

Alternative offers will be allowed: no

II.2.11) Options information

Options: yes

Description of options:

As a result of any changes in Flytoget's license.

II.2.13) Information on EU funds

This procurement is linked to a project and / or program that is financed with EU funds: no

Part III: Legal, economic, financial and technical information

III.1) Qualification requirements

III.2) Contract terms

Part IV: Procedure

IV.1) Description

IV.1.1) Type of procedure

Competition with negotiation

IV.1.8)

Information on the WTO Agreement on Government Procurement (GPA)

The procurement is covered by the WTO / GPA: no

IV.2) Administrative information

IV.2.2) Deadline for receiving offers or requests for participation

Given: 07.03.2022

Local time: 12:00

IV.2.4)

Languages in which offers or requests for participation can be submitted

Norsk

IV.2.6)

Deadline for validity - minimum time period the offers are binding

Duration in months: 6 (from the date set for receipt of offers)

Part VI: Supplementary information

VI.1) Information about repetition

This is a recurring acquisition: no

VI.4) Complaint processing

VI.4.1) Body responsible for the formal appeals process

Oslo District Court

Oslo

NO

VI.5) Date of transmission of this notice to TED
02.02.2022

support@doffin.no | Phone: 23 96 09 01 | Procurement on DFØ's page
(<https://www.anskaffelser.no/>)