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Services - 508143-2022

16/09/2022   S179

I. II. IV. VI.

Iceland–Reykjavik: Computer support and consultancy services

2022/S 179-508143

Prior information notice

This notice is for prior information only

Services

Legal Basis:
Directive 2014/24/EU

Section I: Contracting authority

I.1) **Name and addresses**
Official name: Reykjavik Procurement Office
National registration number: 530269-7609
Postal address: Borgartún 12-14
Town: Reykjavik
NUTS code: IS Ísland
Postal code: 105
Country: Iceland
E-mail: utbod@reykjavik.is
Internet address(es):
Main address: https://reykjavik.is/utbod

I.3) **Communication**
Additional information can be obtained from the abovementioned address

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:**
Research and Consultancy Services for the IT Services of the City of Reykjavik

II.1.2) **Main CPV code**
72600000 Computer support and consultancy services

II.1.3) **Type of contract**
Services

II.1.4) **Short description:**
This Request for Information (RFI) is a preliminary market consultation whose purpose is to request information from potential bidders that would be capable of providing a comprehensive Research and Consultancy Service for the Information Technology (IT) Services of the City of Reykjavik which include:
• Access to database of extensive research, surveys, vendor analyses and templates throughout the whole IT technical stack for enterprise environment.
• Consultants and experts in IT in all levels from technical, licensing, budgeting and cost models that can give expert services in IT from strategic services, organizational structure and different deep dive in special IT services throughout the technical stack. This notice is an RFI only, but not a call for tenders.
There is no guarantee that this RFI will result in a call for tenders or contracts of any kind.
Responding or not responding to this RFI will not in any way affect potential bidders in any potential future tender pr

II.1.5) **Estimated total value**

II.1.6) **Information about lots**
This contract is divided into lots: no

II.2) **Description**

II.2.3) **Place of performance**
NUTS code: IS001 Höfuðborgarsvæði
Main site or place of performance:
Reykjavik

II.2.4) **Description of the procurement:**
The buyer, IT Services of the Department of Service and Innovation, is looking for Research and Consultancy service for the City of Reykjavik (here after "the Service").
The Service needs to:
1) include independent research, analysis and consultancy services within Information and Communications Technology (ICT) and the supplier market, namely:
a. technical analysis or consultancy services;
b. computer-site planning consultancy services;
c. computer audit consultancy and hardware consultancy services;
d. systems consultancy services;
e. software consultancy services;
f. data analysis services;
g. enterprise architecture consultancy services;
h. solution architecture consultancy services and
i. security architecture consultancy services.
2) include access to suppliers; and
3) be based on peer level advisors and partnership.
The requirements are:
proven and well-defined methods based on best practice for classic challenges within IT and the organisation of IT;
IT strategy;
sourcing;
management of IT for governments and local municipals;
portfolio management;
enterprise architecture;
application modernisation and
IT cost optimisation.
In accordance with the above requirements the Service must fulfil the requirements below:
The Service provider's analysis should be based on:
• proven analytical models for technology development, maturity and circulation;
• proven analytical models for ranking and positioning of suppliers in various markets

and technology areas and
• well defined and recognised research processes.
The service provider research database should:
• contain high quality research documents which are reviewed regularly to ensure they are relevant in the current IT landscape;
• be completely objective, independent from other parties/stakeholders outside and other entities within the organisation (independent source) and meet quality standards.
The service provider shall be able to provide membership-based contracts/services, or similar, with a fixed price for the various services and with well-defined deliverables such as:
• role-based portals;
• access to analysts within the programmes;
• access to analyses, methodologies, templates and tools included in the various programmes and available on the internet through dedicated portals;
• analyses both at the strategic level, including reference architectures, as well as specific, tactical advice on implementation.
The service provider shall be able to provide role-based programmes, or similar:
• designated portal with relevant content for each individual role;
• analyses, methods and tools that address problems encountered in the different roles;
• easy to configure the portal for a person's own needs and
• network possibility with other members who have similar service or role.
The service provider shall be able to provide a programme for IT managers and the IT unit:
• at least one of the programmes offered must address the senior management within IT
(CIO);
• at least one of the programmes offered must address the IT unit's managers in general;
• coaching of both strategic and tactical nature according to fixed patterns and the need
for IT senior management and selected IT management roles;
• at least two network meetings annually with other IT managers from the public sector;
• possibility for team-based delivery of IT management and the IT unit in general and
• support the IT unit in achieving business goals through effective use of technology.
The service provider shall be able to cover most aspects of the IT industry including:
• consultancy services to end-user organisations based on interviews, analysis and daily
contact with other, equivalent organisations, amongst other things, to prepare best practice within different areas in application of technology in the organisations;
• monitoring of the participants (the suppliers) in different technology markets, for example when ra

II.2.14) **Additional information**

II.3) **Estimated date of publication of contract notice:**
20/12/2022

Section IV: Procedure

IV.1) **Description**

IV.1.8) **Information about the Government Procurement Agreement (GPA)**
The procurement is covered by the Government Procurement Agreement: no

Section VI: Complementary information

VI.3) **Additional information:**

Interested suppliers are requested to send in the following information:

a. Name of the service provider, location and contact information.

b. Please provide a description of all currently supported services offered by the supplier and a description of how the service meets the above requirements of the buyer.

c. Please provide an example of a pricing model.

d. Please provide an example of a service agreement.

e. Please also provide a rough cost estimate for the services provided cost per year.

VI.5) **Date of dispatch of this notice:**
12/09/2022