



**Invitasjon**  
05.05.2021

### Oppdragsgivervirksomhet

Ríkiskaup  
Sigrún Svava Valdimarsdóttir

### Anskaffelse

Chatbot DPS  
21315  
Siste søknadsdag: 26.03.2029 23:59

### Symbolforklaring

-  Teksten er med i kunngjøringen
-  Teksten vil være med i avtalen
-  Teksten/spørsmålet inneholder krav som må oppfylles
-  Spørsmålet er vektet og inngår i evalueringen
-  Spørsmålet er stilt kun til informasjon
-  Spørsmålet er markert for spesiell oppfølging
-  Teksten inngår i kvalifiseringen
-  Teksten vil bli publisert i avtalekatalogen
-  Teksten/spørsmålet inneholder ESPD-krav
-  Spørsmålet er vektet og inngår i evalueringen
-  Spørsmålet besvares av oppdragsgiveren

## Innhold

<b>3. Criteria for participation</b>	<b>3</b>
<b>3.1 Selection criteria - qualification of tenderer</b>	<b>3</b>
3.1.1 Statement of qualification - ESPD	3
3.1.2 Qualification based on ability of another company	3
3.1.3 Grounds for excluding tenderer	4
3.1.4 Qualification	5
3.1.5 The financial standing of the tenderer	5
3.1.6 Public and Pension dues	6
3.1.7 Technical and professional ability	6
3.1.8 Quality assurance standards	7
3.1.9 Environmental standards	7
3.1.10 Business ethics	7
3.1.11 Work completion guarantee	7
3.1.12 Reservation concerning additional information about qualification at later stages	7
3.1.13 Standard questionnaire and technical specifications	8

### 3. Criteria for participation

#### 3.1 Selection criteria - qualification of tenderer

This section contains a description of the selection criteria for the tenderers. If the tenderer does not meet all the selection criteria for this ITP, tender is invalid according to Article 82 of the PPA and will be rejected. If an economic operator is relying on the capacity of another party in accordance with Art. 76 of the PPA the ESPD shall also include relevant information according to paragraph 1 of Article 73 concerning that economic operator.

The qualification of tenderers will be evaluated based on the information they submit with their tenders, or documentation which Ríkiskaup has reserved the right to request.

##### 3.1.1 Statement of qualification - ESPD

European Single Procurement Document (ESPD) is a self-declaration of the businesses' financial status, abilities and suitability for a public procurement.

The tenderer may fill in and submit an ESPD together with the tender (according to Article 73 of the PPA) which is accessible both in Icelandic and/or in English on the website of Ríkiskaup.

[https://www.rikiskaup.is/static/files/20167\\_espd\\_en.docx](https://www.rikiskaup.is/static/files/20167_espd_en.docx)  
[https://www.rikiskaup.is/static/files/20167\\_espd\\_en.docx](https://www.rikiskaup.is/static/files/20167_espd_en.docx)

This can also be done by choosing ESPD which is part of this ITP. Tenderers can upload previously answered ESPD form if they chose so in TendSign.

If a tender is being considered, the tenderer must immediately upon the request of Ríkiskaup be able to present the evidence required under Article 74 of the PPA, cf tender response form.

**If the tenderer prefers not to use an ESPD all the requested documentation concerning qualifications may be submitted along with the tender, cf requirements in the tender response form.**

#### ESPD/Optional

Vedlagt fil

21315: Chatbot DPS



##### 3.1.2 Qualification based on ability of another company

If an enterprise is based on the capacity of another party in accordance with Article 76. OIL's tender must also contain relevant information in accordance with Art. Paragraph 1 Article 73, on that party.

A company must also prove to the buyer that it has secured the specified assistance, e.g. by submitting a mandatory statement to the party that he will perform the work or service.

The buyer reserves the right to demand that the tenderer and the party in question bear joint

responsibility for the performance of the contract, cf. Paragraph 3 Article 76. OIL.

If a tenderer builds on the ability of another company or companies, that company / companies must submit the same information as the tenderer. The buyer reserves the right to demand that the tenderer and the party in question bear joint responsibility for the performance of the contract.

### 3.1.3 Grounds for excluding tenderer



A tenderer convicted by final judgment for the following offences shall be excluded from participating in the procurement procedure:

- participating in a criminal organization,
- corruption,
- fraud,
- terrorism, or for offences that are linked to terrorist acts,
- money laundering or the financing of terrorist acts,
- child labor or other form of trafficking in human beings.

The obligation to exclude a participant or tenderer also applies when a person who has been convicted by final judgment for a violation of article 68 of the PPA, is a member of the administrative, management or supervisory board of the relevant economic operator, or is an authorized representative, who is authorized to make decisions or has a controlling position in the relevant economic operator.

The participant, or the tenderer, shall be excluded from participating in the procurement process if in violation of duty to pay taxes, pension fund premiums or other statutory fees and there has been a final finding by a court of law or by Ríkiskaup where the tenderer is registered, or in a member state of the EEC. The participant or the tenderer shall hand in documentation according to the above mentioned which cannot be older than 3 months.

In addition, Ríkiskaup reserves the right to exclude an economic operator from participating in a procurement process if other reasons for exclusion listed in Article 68 of the PPA apply to the economic operator. Ríkiskaup / the buyer will, according to article 68 of the PPA, and because of recommendation from the OECD WGB, take into account whether an economic operator has made sufficient measures to prevent and detect foreign bribery committed by the company (e.g. internal audit systems, whistleblowing, code of conduct, policy on gifts, facilitation payments etc.) when deciding whether to award a public procurement contract to that economic operator. The tenderer shall confirm and describe in his tender what measures have been taken to prevent and detect foreign bribery.

Ríkiskaup reserves the right at any time to call for further documentation according to Article 74.

By signing the tender, the tenderer confirms that the above grounds for exclusion do not apply to the economic operator, to individual persons on the board of directors, the executive board or the supervisory board, nor to individual authorized representatives, who are authorized to make decisions or have a controlling position in the relevant economic operator.

**By submitting tender, the tenderer confirms that the above exclusionary circumstances do not apply to him (the company), the individuals in the management, management or supervisory body of the company, nor to persons authorized to represent, make decisions or control it.**

21315: Chatbot DPS



Ja/Nei. Ja kreves

### 3.1.4 Qualification



The tenderer shall be registered in a register of enterprises. If an economic operator is from other states in the EEA, or from member states of the EFTA convention then the proper registration in its country of domicile must be demonstrated by certificate.

The tenderer who uses a temporary work agency shall demonstrate that the agency has been reported to the Directorate of Labour and that the agency has authorization to operate in Iceland. A tenderer who intends to hire a citizen from a state outside of the EEA, from an EFTA state or from the Faeroe Islands, shall apply and have been issued a work permit prior to the commencing work.

#### **Certificate from a company register or comparable foreign register**

21315: Chatbot DPS



Vedlagt fil

### 3.1.5 The financial standing of the tenderer



The financial standing of the tenderer shall be sufficiently secure so that commitments to the contracting authority may be fulfilled, cf Article 71 of the PPA.

The financial standing of the tenderer shall be a minimum of:

Positive equity ratio according to newest endorsed annual accounts . If applied in 2021 financial standing of the tenderer should show a positive equity ratio for the year 2020 or the newest possible annual account.

Financial Statements/annual accounts are downloaded from RSK.is by Ríkiskaup, foreign party shall submit financial Statements as attachments.

#### **a. Copy of endorsed annual accounts for the year before**

21315: Chatbot DPS



Vedlagt fil

**b. Copy of downloaded annual account from tax authority in Iceland**

21315: Chatbot DPS



Vedlagt fil

**3.1.6 Public and Pension dues**

The tenderer shall confirm that he has paid all public dues and pension dues. If a tenderer withheld tax payments, public dues or legally mandated premiums to pension funds, his offer will be rejected.

If a tenderer has negotiated with the tax authorities, payments of public dues in default and adheres to such agreement, it shall be viewed as being up to date in payments of public dues. Agreements on the payment of public dues that are being adhered to are therefore not viewed as being in default.

The certificate cannot be older than 3 months.

**a. certificate of tax payment**

21315: Chatbot DPS



Vedlagt fil

**b. certificate of payment of applicable public dues (pensions)**

21315: Chatbot DPS



Vedlagt fil

**3.1.7 Technical and professional ability**

The technical and professional ability of an economic operator shall be sufficiently secure so that commitments to Ríkiskaup may be fulfilled. An economic operator may rely on the financial, technical and professional capacities of other entities, regardless of the legal links it has with them, cf Article 76 of the PPA.

The tenderer shall have employees that have experience and skill in customizing and implementing various Chatbots and/or other relevant software or service. The tenderer shall attach a list of his employers and their portfolio (education, previous experience).

The tenderer shall attach a list of work for clients, preferably with links to websites using the service publicly.

**a. List of previous/ongoing service for clients and if possible a link to a website where the chatbot/solution is available for public use.**

21315: Chatbot DPS



Vedlagt fil

**b. List of employers and portfolio.**

Vedlagt fil

21315: Chatbot DPS

**c. Testimonial of and referral from a current user/customer.**

Vedlagt fil

21315: Chatbot DPS

**3.1.8 Quality assurance standards**

Does not apply

**3.1.9 Environmental standards**

Does not apply

**3.1.10 Business ethics**

Corruption and other financially fraudulent activities are not acceptable. The tenderer shall work actively against all forms of corruption, extortion and money laundering. The tender is required to have an ethical framework that applies to the tender's employees. The rules shall contain a prohibition on offering, promising or giving unfair benefits to customers, suppliers and public employees. The same applies to the receipt of such benefits. By accessing tender documents and sending a tender in this procurement procedure, the tenderer /supplier confirms that the firm has ethical rules /framework. See further terms and conditions regarding tender documents on the Ríkiskaup website where there are information regarding penalty for bribery offences.

**3.1.11 Work completion guarantee**

Not applicable

**3.1.12 Reservation concerning additional information about qualification at later stages**

Ríkiskaup reserves the right to call for further information at a later stage as evidence for there not being reasons for exclusion according to Chapter VI of the PPA. By submitting the tender, the tenderer consents that Ríkiskaup may verify that grounds for exclusion according to PPA do not apply if his tender is the most advantageous. For example, tenderer may be checked in Creditinfo database (Creditinfo offers a variety of information on both domestic and foreign companies such as credit reports, information from financial reports, information about the insolvency of companies, media information and payment behavior system.) The tenderer confirms that it is permissible to check the business history of the economic operator, principal owners and the directors, cf. paragraph 7 of Article 68 of the PPA.

Ríkiskaup reserves the right to request further information

- A statement from the principal commercial bank regarding reliability in business

transactions.

- Information about fulfilment of contracts

### 3.1.13 Standard questionnaire and technical specifications

All questions below are shall requirements and individual ITT's may demand further confirmation and make additional requirements to systems/solutions/bots.

#### a. Name of system

Fritekst

21315: Chatbot DPS



#### b. Name of system provider

Fritekst

21315: Chatbot DPS



#### c. Basic relevant technical information and properties or system components

Vedlagt fil

21315: Chatbot DPS



#### d. The system (bot) can understand and communicate in Icelandic and English

Ja/Nei. [Ja kreves](#)

21315: Chatbot DPS



#### e. Copy of standard terms and conditions from supplier

Vedlagt fil

21315: Chatbot DPS



#### f. The system is well designed and has a easy to understand user interface.

Ja/Nei. [Ja kreves](#)

21315: Chatbot DPS



#### g. No specific technical background is required to add content to the system and train it.

Ja/Nei. [Ja kreves](#)

21315: Chatbot DPS



#### h. There is a teaching material / user manual for the system (bot).

Vedlagt fil

21315: Chatbot DPS



**i. The system (bot) shall be able to connect to other systems (bots).**

21315: Chatbot DPS



Ja/Nei. Ja kreves

**j. That the system contains good statistical information and a dashboard.**

21315: Chatbot DPS



Ja/Nei. Ja kreves

**k. The development environment includes analytics tools that help analyze conversations to improve the content.**

21315: Chatbot DPS



Ja/Nei. Ja kreves

**l. The solution shall not slow down the speed experience on a website. I confirm that the system dose not slow down speed experience on a website.**

21315: Chatbot DPS



Ja/Nei. Ja kreves

**m. The system is fully GDPR compliant, a well documented system to ensure necessary GDPR requirements.**

21315: Chatbot DPS



Ja/Nei. Ja kreves

**n. The supplier has a processes in place for incident management and incident reporting as well as Data Processing Agreement according to the GDPR regulation.**

21315: Chatbot DPS



Ja/Nei. Ja kreves

**o. The system and all it's data is hosted in a secure way in accordance within Europe and EU regulations.**

21315: Chatbot DPS



Ja/Nei. Ja kreves