



**Invitation**  
5/17/2021

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**Procuring organization**

Ríkiskaup  
Sigrún Svava Valdimarsdóttir

**Procurement**

Chatbot DPS  
21315  
Final request date: 3/26/2029 11:59 PM

**Legend**

- |   |   |
|---|---|
|  The text is included in the advert                      |  The text is included in the qualification               |
|  The text will be part of the contract                   |  The text will be published in the contract catalogue    |
|  The text/question contains requirements to be met       |  The text/question contains ESPD requirements            |
|  The question is weighted and included in the evaluation |  The question is weighted and included in the evaluation |
|  The question is asked for information only              |  The question is answered by the buyer                   |
|  The question is marked for special follow-up            |   |

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## 1. Invitation to participate (ITP)

### 1.1 Invitation to participate (ITP)

Ríkiskaup, Central Public Procurement, invites tenders to participate in this dynamic purchasing system (DPS).

**Ríkiskaup aims to acquire high-quality chat- and chatbot services and related expert services through a flexible and simple procedure to support the fulfilment of individual buyers.**

All candidates that fulfill the requirements will be included in the dynamic purchasing system. The call-offs will be made through tenders (ITT) within the dynamic purchasing system after that is established.

If a product, service, or work is purchased in accordance with agreement, the obligation to tender has been fulfilled, even though the procurement is above the reference amounts, according to paragraph 1 of 23. article of the Act No. 120/2016 (PPA) on public procurement.

The parties (potential buyers) to this DPS are type-A government organizations .

During its period of validity, a DPS is accessible and free of charge, to all tenderers who meet the conditions stated in the Invitation to participate (ITP).

#### 1.1.1 Purpose and scope of this ITP

This ITP:

- Asks Tenderers to submit their SQ (submission questionnaire) in accordance with the instructions set out in the remainder of this ITP.
- Sets out the overall timetable and process for the procurement to Tenderers
- Provides Tenderers with sufficient information to enable them to submit a compliant SQ.
- Sets out the Selection Criteria that will be used to evaluate SQ Submissions.
- Explains the administrative arrangements for the receipt of SQ Submissions and subsequent Tenders.

Future ITT's

All future purchases (ITT's) that fall within the scope of this DPS Chatbot will be conducted through Ríkiskaup on behalf of individual buyers. All Technical & quality specification, award criteria, price and other contract terms and agreements will be described in detail in the ITT's.

All ITT's are required to be advertised within the DPS for the minimum of 14 days.

The purpose of this DPS is to able buyers and sellers to engage in commerce in a simpler way than before whereas technical or quality specification is described with each purchase. The time

frame for procurements can be shorter than in more conventional process.

### **1.1.2 Scope - Chatbot**

This DPS Chatbot is established to make available to clients, chatbot or conversational AI platforms services from multiple suppliers.

AI Chatbot - Conversational AI. A computer program designed to simulate conversation with human users, especially over the internet. A chatbot is a software application used to conduct an on-line chat conversation via text or text-to-speech, in lieu of providing direct contact with a live human agent. A chatbot is a type of software that can automate conversations and interact with people through messaging platforms.

### **1.1.3 Dynamic Purchasing System**

A Dynamic Purchasing System (DPS) is a completely electronic system used to purchase commonly used goods, works or services.

A DPS follows this process:

#### **Open procedure**

The first stage is concerned with setting up the DPS. Under this stage Tenderers are invited to apply for inclusion on the DPS (i.e. this Invitation to Participate). Tenderers complete and submit a response and those who meet the Selection Criteria and who are not excluded will be admitted onto the DPS as a DPS Provider for the Category(s) that they have applied for.

#### **Restricted procedure**

Following acceptance onto the DPS, Ríkiskaup on behalf of individual buyers will invite all DPS suppliers to bid for a specific chatbot contract by issuing an Invitation to Tender (ITT). Tenders will be evaluated according to the Award Criteria, which is be more specially refined in the ITT, and a Contract awarded to the winning tenderer.

### **1.1.4 Notification of appointment to DPS**

Tenderers can always apply to be part of the DPS after the DPS has been set up. During the duration of the DPS, Ríkiskaup will inform tenderers of the outcome of their submission within 10 working days of receipt of application, which may be extended to 15 working days in individual circumstances.

### **1.1.5 DPS divided to Lots**

This DPS Chatbot is not divided into lots.

Ríkiskaup reserves the right to add individual lots or cancel lots during the lifetime of this DPS.

### 1.1.6 Contracts

Contract is awarded for individual ITT's within the DPS to the tenderer who best fulfills the award criteria and technical specification according to the ITT.

### 1.1.7 Time schedule

The procurement is planned to be carried out in accordance with the following estimated schedule. All dates are subject to change. All changes will be announced to tenderers through the tendering system.

Information meeting - Online	First week of the publication
Deadline for submitting questions relating to the tender documents	9 days before tender deadline. Anytime from DPS start until contract end date.
Final date of responses to submitted questions	Three days after deadline to ask questions
Deadline for submitting a tender	28. April (after 30 days of advertising) Then anytime from DPS start until contract end date.
Evaluation process	15 days
SQ Submission Return Deadline	Anytime from DPS start until contract end date.
DPS ITP Clarifications	No deadline – clarifications may be asked at any time
ITT's to be issued to DPS Providers	Anytime from DPS start until contract end date.
Standstill period	10 days (DPS start only)
Contract award (DPS start)	15. May 2021 Then anytime from DPS start until contract end date.
DPS end date (close)	26.03.2029
Tender validity	10 weeks

After the DPS has been established (DPS start) submitting questions and tenders is always open.

Purchases within this DPS shall be advertised at least for 14 calendar days. All other information will be detailed in individual Invitation to Tender form individual buyers.

### 1.1.8 Value of the Dynamic Purchasing System

The anticipated value of the DPS Chatbot services to be procured through the DPS is

approximately 1 billion ISK over the lifetime (see timetable) of the DPS.

Details of value or potential future uptake is given in good faith. They should not be interpreted as an undertaking that this will be the value of the services and do not form part of the contract.

### **1.1.9 Tenderers' Briefing**

Ríkiskaup may hold periodic briefings for Tenderers throughout the term of the DPS. When these are to be held and details on how to attend will be separately advertised. Tenderers are recommended to attend one of these sessions if they need support in any aspect of the DPS.

### **1.1.10 Documents**

These ITP documents have been prepared by Ríkiskaup and Stafrænt Ísland. Further clarifications and information are a part of the ITP. Appendices, questions, and answers are also part of the ITP documents and by this tender accepts all the terms and conditions of the ITP and future ITT's.

### **1.1.11 Delivery of tenders/application**

Applications to DPS shall be submitted electronically in this system at: <http://www.tendsign.is> or other equivalent system in case the system is changed.

Applications must be submitted in the manner set out in the tender system and in accordance with the terms of the tender. The tenderer will receive a confirmation email when he has submitted a tender. If no mail is received, delivery has failed. In such cases, tenderers must contact TendSign's Merzell service provider without delay. The tenderer is responsible for sending the tenders on time. Tenders are encouraged to start timely the submission of tenders.

### **1.1.12 Language**

Applications and the required accompanying documentation shall be submitted in English or Icelandic.

## **1.2 Definitions of words and terms**

**Award Criteria** - means the criteria that Tenders will be evaluated.

**Business Days** - means Monday to Friday excluding holidays.

**Contract** - a legally binding agreement for the provision of Services made between the Ríkiskaup and the supplier.

**Contractor/Supplier** - Tenderer with whom a contract is drawn up following an invitation to tender.

**DPS** - means dynamic purchasing system.

**DPS Agreement** - means the terms of the agreement to be made between Ríkiskaup and the Service Provider as a condition of the appointment of the Service Provider by the Ríkiskaup as an eligible service provider to join the Authority's DPS .

**DPS Provider** - means the Service Provider and other service providers appointed as providers through the Ríkiskaup's DPS.

**EEA** - The European Economic Area – including Iceland.

**ESPD** – European Single Procurement Document.

**ITP** - means this Invitation to Participate in this DPS.

**ITT** - means the Invitation to Tender

**Mercell** –Service provider of the electronic tendering system TendSign.

**Power of attorney**- A written document whereby the tenderer appoints another person as his proxy or to represent the tenderer and grants this person the Ríkiskaup to perform certain acts on the tenderer's behalf such as to enter into a binding contract.

**PPA** - Act on Public Procurement No. 120/2016.

**Purchaser/Contracting Ríkiskaup** – Agency, local community or other public entity in accordance with Article 3 of the PPA who is the purchasing party following the invitation to tender.

**Selection Criteria** - means the selection criteria that Service Providers must meet to be eligible to be appointed to a Category(s) on the DPS.

**Services** - means the Chatbot services to be performed under Contracts awarded via the DPS and shall where the context admits include any materials articles and goods provided together with the services.

**Service Provider** - means the organization or individual applying to join DPS.

**Shall** - For the purposes of this invitation to tender specification means that a certain item or requirement is mandatory, i.e. the tenderer in his tender must comply with such item or requirement for the tender to be deemed valid.

**Should**- For the purposes of this tender specification means that the tenderer may fulfil a specific item or requirement to a varying degree with his tender.

**Submission**- means a Tenderers submitted SQ or Tender.

**SQ** - means the standard selection questionnaire that service providers must complete and submit in response to this ITP.

**Tender** - means the Service Provider's submission including its price.

**Tenderer** - An economic operator (contractor, supplier or service provider) who has submitted a tender.

**TendSign** - an e-Tendering System (or Electronic Tendering System) facilitates the complete tendering process from the advertising of the requirement through to the placing of the contract. This includes the exchange of all relevant documents in electronic format.

Headings shall not be taken into account in the interpretation of the provisions of these Terms. The singular should also be interpreted as a plural and vice versa where context is required.

See also definitions of terms in Article 2 of the PPA.

<https://www.althingi.is/lagas/nuna/2016120.html>