

483349-2026 - Konkurrencevilkår

Norge – Telekommunikation – Telephony services for FKN

OJ S 132/2026 13/07/2026

Udbuds- eller koncessionsbekendtgørelse – standardordningen

Tjenesteydelser

1. Køber

1.1. Køber

Officielt navn: Troms Fylkeskommune

E-mail: postmottak@tromsfylke.no

Køberens retlige status: Offentligretligt organ, der styres af en regional myndighed

Den ordregivende myndigheds aktivitet: Generelle offentlige tjenesteydelser

2. Procedure

2.1. Procedure

Titel: Telephony services for FKN

Beskrivelse: Background and purpose The contracting authority for this procurement is County North (FKN), consisting of the county municipalities Møre og Romsdal, Trøndelag, Nordland, Troms and Finnmark. The procurement also includes municipalities and external entities belonging to the participating counties, cf. SSA-R annex 1 Annex 3 - Business Overview.

Cooperating municipalities and other affiliated entities are included under each county that is the contract party. Separate contracts can also be established for participating public entities.

Legal responsibility and contractual follow-up in the individual organisation rests on each county or entity as the contract party. The procurement is for the establishment of a framework agreement for the purchase of telephony services to contracting authorities covered by the contract. The framework agreement will include the delivery of telephony services to counties, municipalities and other public institutions, total 98 entities. The delivery includes IP telephony and mobile telephony with associated functionalities, as well as administrative and commercial systems. The services concern subscriptions and traffic for landline and mobile telephony, as well as the accompanying services for the telephony area. As a starting point, this includes all parts of the entities' activities. The contracting authorities' main areas for service production are public administration, primary and secondary schools, vocational college, public transport, as well as health and care services. The services are to be carried out partly from fixed service locations, but also to a significant degree through mobile services, for example within public transport and municipal care services. A general objective of the agreement is to ensure the contracting authorities access to cost efficient communication systems for the service production throughout the entire contract period. The delivery shall be able to be developed in line with technological developments and at the same time support other technologies that will be used to cover concrete needs in the service production. Examples of such associated needs are welfare technology in the health sector as well as monitoring and remote follow-up connected to buildings, ferry quays, ticket machines, weather stations and other technical installations. It is therefore important that the requested services can be delivered in the geographical areas where the technology shall be used. The delivery must also contribute to establishing a foundation for further development after the contract expires, independent of the supplier. The framework agreement shall ensure the contracting authorities: Access to cost efficient, reliable and integrated telephony services in accordance with the contracting

authorities' total needs. Access to telephony services that function independently of the contracting authorities' technical infrastructure. Access to capacity in developed fixed and mobile communication networks. Access to new communication technology and new delivery systems in line with market development. See the requirement specifications for a complete description of the delivery.

Identifikator for proceduren: 409b88dd-5c90-4804-b12e-c05424437293

Intern ID: cmrdhjwzl000304ifjna44od

Udbudsprocedure: Udbud med forhandling/indkaldelse af tilbud med forudgående offentliggørelse

Proceduren er en hasteprocedure: nej

Hovedpunkterne i proceduren: See the attached tender documentation.

2.1.1. Formål

Kontraktens hovedformål: Tjenesteydelser

Primær klassifikation (cpv): 64200000 Telekommunikation

Supplerende klassifikation (cpv): 64212300 Mms-tjenester (Multimedia Message Service), 64227000 Integrerede telekommunikationstjenester, 64211000 Offentlig telefontjeneste, 64212000 Mobiltelefontjeneste, 64215000 IP-telefontjenester, 64000000 Post- og telekommunikationstjenester, 64211200 Langdistancetelefontjenester, 64213000 Fælles telefonnetjenester, 64210000 Telefon- og datatransmissionstjenester, 64211100 Lokale telefontjenester, 64220000 Telekommunikationstjenester, undtagen telefon- og datatransmissionstjenester, 64212100 Sms-tjenester (Short Message Service)

2.1.2. Udførelsessted

Postadresse: Postboks 6600

By: Tromsø

Postnummer: 9296

Landsdel (NUTS): Troms/Romsa/Tromssa (NO072)

Land: Norge

Yderligere oplysninger: Norway

2.1.3. Værdi

Anslået værdi eksklusiv moms: 750 000 000,00 NOK

2.1.4. Generelle oplysninger

Retsgrundlag:

Direktiv 2014/24/EU

Anskaffelsesforskriften -

2.1.6. Udelukkelsesgrunde

Kilder til grundlag for udelukkelse: Udbudsdokument, Udbudsdokument

5. Delkontrakt

5.1. Delkontrakt: LOT-0001

Titel: Telephony services for FKN

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Intern ID: cmrdhvx11000604ifx9arkzqt

5.1.1. Formål

Kontraktens hovedformål: Tjenesteydelser

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5.1.2. Udførelsessted

Postadresse: Postboks 6600

By: Tromsø

Postnummer: 9296

Landsdel (NUTS): Troms/Romsa/Tromssa (NO072)

Land: Norge

Yderligere oplysninger: Norway

5.1.3. Anslået varighed

Varighed: 23 Måneder

5.1.5. Værdi

Anslået værdi eksklusiv moms: 750 000 000,00 NOK

5.1.6. Generelle oplysninger

Reserveret deltagelse:

Deltagelse uden forbehold.

Indkøbsprojekt, der ikke finansieres med EU-midler

Udbuddet er omfattet af aftalen om offentlige udbud (GPA): ja

5.1.9. Udvalgelseskriterier

Kilder til udvalgelseskriterier: Udbudsdokument

Oplysninger om den anden fase i en procedure, der afvikles i to faser:

Køberen forbeholder sig retten til at tildele kontrakten på grundlag af de indledende tilbud uden yderligere forhandlinger

5.1.10. Tildelingskriterier

Kriterium:

Type: Kvalitet

Navn: Coverage and development measures

Beskrivelse: Under this criteria, associated requirements will be assessed.

Kategori for tildelingskriteriet vægt: Vægtning (procentdel, præcis)

Tildelingskriterium talværdi: 25

Kriterium:

Type: Kvalitet

Navn: Administration system and cost control

Beskrivelse: Under this criteria, associated requirements will be assessed.

Kategori for tildelingskriteriet vægt: Vægtning (procentdel, præcis)

Tildelingskriterium talværdi: 15

Kriterium:

Type: Kvalitet

Navn: Customer Service

Beskrivelse: Under this criteria, associated requirements will be assessed.

Kategori for tildelingskriteriet vægt: Vægtning (procentdel, præcis)

Tildelingskriterium talværdi: 5

Kriterium:

Type: Kvalitet

Navn: Technical quality and implementation

Beskrivelse: Under this criteria, associated requirements will be assessed.

Kategori for tildelingskriteriet vægt: Vægtning (procentdel, præcis)

Tildelingskriterium talværdi: 20

Kriterium:

Type: Pris

Navn: Price

Beskrivelse: The price form will be assessed under this criteria.

Kategori for tildelingskriteriet vægt: Vægtning (procentdel, præcis)

Tildelingskriterium talværdi: 35

Kriterium:

Type: Kvalitet

Navn: Climate and environment

Beskrivelse: It is considered for this part of the procurement that concerns telephony and associated services that the nature of the procurement carries an immaterial climate footprint and environmental impact. The services mainly consist of using the existing network infrastructure, administration of subscriptions and customer follow-up. Any climate footprint and environmental impacts from the above are estimated to be outside that which can be connected to procurement art. DFØ's climate and environmental risk assessments classify telephony services as a procurement with low climate intensity, and assess telephony services and mobile telephony to be a procurement that, in its nature, has climate footprint and environmental impact that is immaterial. The market dialogue demonstrated that there are no suitable climate and environmental elements that can be used as award criteria in a way that provides real competition. Based on this, it has been considered that telephony has an immaterial climate footprint and environmental impact, and the exclusionary provision in the Public Procurement Regulations § 7-9 fifth paragraph will apply for telephony, so that requirements or criteria related to climate and the environment are not deemed required. For an option for the procurement of mobile telephones, moderate climate and environmental risks have been identified, mainly related to extraction of raw materials and the production phase, which makes up most of the product's total climate footprint. Both DFØ, the European Commission's Joint Research Centre and relevant guidelines point out that the most efficient way the contracting authority can reduce climate and environmental impact is by setting requirements that promote long lifetime, repairability and reduced replacement. The market dialogue also showed limited maturity for the use of environmentally labelled products and lifetime data as the award criteria. There are, therefore, concrete requirements in the requirement specification for i.a. guarantees, repairs, robustness and handling in line with the waste hierarchy. These requirements are assessed to give better climate and environmental effect than the use of award criteria, and the alternative provision in the FOA § 7-9 fourth paragraph is, thus, a basis for this part of the procurement. For a more comprehensive description refer to Annex - Assessment and justification climate and environment consideration PPR §7-9

Kategori for tildelingskriteriet vægt: Vægtning (procentdel, præcis)

Tildelingskriterium talværdi: 0

5.1.11. Tilbudsdokumenter

Adresse på udbudsdokumenterne: <https://hyyr.no/procurement/cmrdhjwzl000304ifjfn44od>

5.1.12. Tilbudsvilkår

Vilkår for indgivelse:

Elektronisk indgivelse: Påkrævet

Indgivelsesadresse: <https://hyyr.no/procurement/cmrdhjwzl000304ifjfn44od>

Sprog, som tilbud og ansøgninger om deltagelse kan indgives på: norsk, engelsk

Elektronisk katalog: Ikke tilladt

Frist for modtagelse af anmodninger om deltagelse: 02/09/2026 12:00:00 (UTC+02:00)

østeuropæisk tid, centraleuropæisk sommertid

Betingelser for kontraktens udførelse:

Udførelsen af kontrakten skal ske inden for rammerne af programmer for beskyttet

beskæftigelse: Nej

Vilkår relateret til kontraktens udførelse: See Tender Documents

Elektronisk fakturering: Påkrævet

Der vil blive anvendt elektronisk bestilling: nej

Der vil blive anvendt elektronisk betaling: nej

Oplysninger om finansiering og betaling: See tender documents

5.1.15. Teknikker

Rammeaftale:

Rammeaftale uden fornyet iværksættelse af konkurrence

Det maksimale antal deltagere: 1

Oplysninger om det dynamiske indkøbssystem:

Intet dynamisk indkøbssystem

5.1.16. Yderligere oplysninger, mægling og gennemgang

Organisation med ansvar for klager: NORD-TROMS OG SENJA TINGRETT

Organisation, der leverer supplerende oplysninger om udbudsproceduren: Troms

Fylkeskommune

Organisation, der leverer yderligere oplysninger om klageprocedurerne: NORD-TROMS OG SENJA TINGRETT

Organisation, der modtager ansøgninger om deltagelse: Hyyr AS

8. Organisationer

8.1. ORG-0001

Officielt navn: NORD-TROMS OG SENJA TINGRETT

Registreringsnummer: 926723022

Postadresse: Fr Nansens plass 17

By: TROMSØ

Postnummer: 9008

Landsdel (NUTS): Troms/Romsa/Tromssa (NO072)

Land: Norge

Enhed: NORD-TROMS OG SENJA TINGRETT

Denne organisations roller:

Organisation med ansvar for klager

Organisation, der leverer yderligere oplysninger om klageprocedurerne

8.1. ORG-0002

Officielt navn: Hyyr AS

Registreringsnummer: 924998687

Postadresse: Gaustadalléen 21

By: Oslo

Postnummer: 0349

Landsdel (NUTS): Oslo (NO081)

Land: Norge

Enhed: Hyyr Support

E-mail: admin@hyyr.no

Telefon: +47 90 63 65 38

Denne organisations roller:

Organisation, der modtager ansøgninger om deltagelse

8.1. ORG-0003

Officielt navn: Troms Fylkeskommune

Registreringsnummer: 930068128

Postadresse: Postboks 6600

By: Tromsø

Postnummer: 9296

Landsdel (NUTS): Troms/Romsa/Tromssa (NO072)

Land: Norge

Enhed: Troms Fylkeskommune

E-mail: postmottak@tromsfylke.no

Telefon: +47 77788000

Denne organisations roller:

Køber

Organisation, der leverer supplerende oplysninger om udbudsproceduren

Oplysninger om bekendtgørelsen

Bekendtgørelsens ID: 42f6b4b4-560c-4071-8b29-c6bee8974e7f - 01

Formulartype: Konkurrencevilkår

Bekendtgørelsestype: Udbuds- eller koncessionsbekendtgørelse – standardordningen

Bekendtgørelsesundertype: 16

Afsendelsesdato for bekendtgørelsen: 10/07/2026 14:51:07 (UTC+02:00) østeuropæisk tid, centraleuropæisk sommertid

Bekendtgørelsens officielle sprog: engelsk

Bekendtgørelsesnummer: 483349-2026

EUT-S-nummer: 132/2026

Offentliggørelsesdato: 13/07/2026