

Norway-Oslo: Telephone operator services
OJ S 21/2017 31/01/2017
Contract award notice
Supplies

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Direktoratet for økonomistyring

National registration number: 986252932

Postal address: Postboks 7154

Town: Oslo

NUTS code: NO Norge

Postal code: 0130

Country: Norway

Contact person: Terje Finstad

E-mail: postmottak@dfo.no

Telephone: +47 40007997

Internet address(es):

Main address: <http://www.dfo.no>

Address of the buyer profile: <https://kgv.doffin.no/ctm/Supplier/CompanyInformation/Index/3516>

I.4. Type of the contracting authority

National or federal agency/office

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Open tender contest — company telephony system, telephony equipment.

Reference number: 15/916

II.1.2. Main CPV code

79511000 Telephone operator services

II.1.3. Type of contract

Supplies

II.1.4. Short description

The Norwegian Government Agency for Financial Management (DFØ) would like to use cost efficient and future orientated systems that can best cover the needs for efficient and reliable communication, both internally and externally. The aim of the contract is to ensure the

contracting authority reliable provision of a telephony system and telephony equipment that is of high quality and is technologically amongst the the market's leading services. DFØ's aim is to get optimal quality and functionality through this contract at a low price.

'Wireless Company' includes a scheme for a telephone switchboard system. This is used to handle our switchboard in Oslo, as well as a queue system for our two customer centres in Stavanger and Trondheim. The customer centres have approx. 300 enquires per day by email and telephone. The customer centres started to use a CRM system from SuperOffice in May this year, in order to gather information on government entities and enquiries from them. The goal is to have integration between the CRM and company telephony system.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 8 000 000,00 NOK

II.2. Description

II.2.2. Additional CPV code(s)

32250000 Mobile telephones, 64210000 Telephone and data transmission services, 79511000 Telephone operator services, 64200000 Telecommunications services

II.2.3. Place of performance

NUTS code: NO Norge

II.2.4. Description of the procurement

The Norwegian Government Agency for Financial Management (DFØ) therefore needs to renew the current agreement for telephony, for contractual, organisational and cost reasons.

The tender is divided into 2 parts:

1. Company Telephony System.
2. Telephony Equipment

'Wireless Company' includes a scheme for a telephone switchboard system. This is used to handle our switchboard in Oslo, as well as a queue system for our two customer centres in Stavanger and Trondheim. The customer centres have approx. 300 enquires per day by email and telephone. The customer centres started to use a CRM system from SuperOffice in May this year, in order to gather information on government entities and enquiries from them. The goal is to have integration between the CRM and company telephony system.

II.2.5. Award criteria

Quality criterion - Name: Quality / Weighting: 60

Cost criterion - Name: Total Costs / Weighting: 40

II.2.11. Information about options

Options: yes

Description of options:

The contract duration is 2 years with an option to extend for 2 years, 1 year at a time. The contract's total maximum length is 4 years from signing of the contract.

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

II.2.14. Additional information

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2016/S 181-326067](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Contract No: 1

Lot No: 1

Title:

Framework agreement for telephony equipment etc.

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

18/11/2016

V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received from tenderers from other EU Member States: 4

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Telenor AS

Postal address: Postboks 1

Town: Fornebu

NUTS code: NO Norge

Postal code: 1331

Country: Norway

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 3 000 000,00 NOK

V.2.5. Information about subcontracting

Section V: Award of contract

Contract No: 2

Lot No: 2

Title:

Company telephony system etc.

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

05/12/2016

V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received from tenderers from other EU Member States: 4

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Phonero AS

Postal address: Postboks 70

Town: Kristiansand

NUTS code: NO Norge

Postal code: 4661

Country: Norway

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 5 000 000,00 NOK

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Direktoratet for økonomistyring

Town: Oslo

Postal code: 0130

Country: Norway

VI.5. Date of dispatch of this notice

27/01/2017