

Norway-Oslo: Public-telephone services
OJ S 26/2016 06/02/2016
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Statens lånekasse for utdanning (The Norwegian State Education Loan Fund)

National registration number: 960885406

Postal address: Østre Aker vei 20

Town: Oslo

Postal code: 0510

Country: Norway

For the attention of: Kari Anne Støkken

E-mail: postmottak@lanekassen.no

Telephone: +47 22726700

Fax: +47 22642636

Internet address(es):

Address of the buyer profile: <https://kgv.doffin.no/ctm/Supplier/CompanyInformation/Index/1679>

Electronic access to information: <https://kgv.doffin.no/ctm/Supplier/Documents/Folder/133457>

I.2. Type of the contracting authority

Body governed by public law

I.3. Main activity

General public services

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description

II.1.1. Title

Framework agreement for company telephony services to the Norwegian State Education Fund.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 5: Telecommunications services

Main site or place of performance: Oslo.

NUTS code NO Norge

II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)

The procurement involves the establishment of a framework agreement

II.1.4. Short description of the contract or purchase(s)

The Norwegian State Education Loan Fund [Lånekassen] has carried out a competition with

negotiations and entered into parallel framework agreements for the purchase of company telephony services.

Framework agreements have been entered into with 3 tenderers.

The company telephony system shall be used by all of the Norwegian State Education Fund's employees, currently approx. 320 persons, including all customer service officers at the customer centre. The system shall thus be used as both a basic telephony system for employees and in connection with a contact centre system, which is used by approx. 60 agents for handling up to approx. 2 000 daily telephone enquiries.

II.1.5. CPV code(s)

64211000 Public-telephone services, 64212000 Mobile-telephone services, 64214200 Telephone switchboard services, 64210000 Telephone and data transmission services, 64215000 IP telephone services, 64224000 Teleconferencing services

II.1.6. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Negotiated with a call for competition

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of

1. Quality and implementation ability. Weighting 60
2. Price and life-cycle costs. Weighting 40

IV.2.2. Information about electronic auction

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

201500969

IV.3.2. Previous publication concerning this procedure

Contract notice

Notice number in the OJ S: [2015/S 121-221654](#) of 26.6.2015

Section V: Award of contract

Contract No: 1

Lot No: 1

- Lot title: Framework agreement for the purchase of company telephony services

V.1. Date of conclusion of the contract

7.12.2015

V.2. Information about tenders

Number of tenders received: 3

V.3. Name and address of the contractor

Official name: Phonero AS

Postal address: Tolbodgaten 14

Town: Kristiansand

Postal code: 4611

Country: Norway

V.4. Information on value of the contract/lot

Total value of the procurement:

Lowest offer 1 600 000 and Highest offer 3 400 000 NOK

excluding VAT

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Contract No: 2

Lot No: 2

- Lot title: Framework agreement for the purchase of company telephony services

V.1. Date of conclusion of the contract

7.12.2015

V.2. Information about tenders

Number of tenders received: 3

V.3. Name and address of the contractor

Official name: Atea Norge AS

Postal address: Brynsaleen 2

Town: Oslo

Postal code: 0667

Country: Norway

V.4. Information on value of the contract/lot

Total value of the procurement:

Lowest offer 1 600 000 and Highest offer 3 400 000 NOK

excluding VAT

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Contract No: 3

Lot No: 3

- Lot title: Framework agreement for the purchase of company telephony services

V.1. Date of conclusion of the contract

7.12.2015

V.2. Information about tenders

Number of tenders received: 3

V.3. Name and address of the contractor

Official name: NetNordic Bedriftskommunikasjon AS

Postal address: Akersgt. 47/49

Town: Oslo
Postal code: 0180
Country: Norway

V.4. Information on value of the contract/lot

Total value of the procurement:
Lowest offer 1 600 000 and Highest offer 3 400 000 NOK
excluding VAT

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Section VI: Complementary information

VI.1. Information about European Union funds

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

VI.2. Additional information

Parallel framework agreements have been entered into with 3 tenderers and in the competition a mini competition was carried out for the first call-off. Phonero AS is awarded the contract in the first mini competition.

VI.3. Procedures for review

VI.3.1. Review body

Official name: The Norwegian State Education Loan Fund.
Postal address: Østre Aker vei 20
Town: Oslo
Postal code: 0510
Country: Norway
E-mail: postmottak@lanekassen.no

VI.3.2. Review procedure

Precise information on deadline(s) for review procedures: No appeals were received before the expiry of the deadline for appeal and a contract has been signed.

VI.3.3. Service from which information about the review procedure may be obtained

VI.4. Date of dispatch of this notice

5.2.2016