

Norway-Oslo: Call centre
OJ S 57/2014 21/03/2014
Contract notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Opplysningskontoret for frukt og grønnsaker

National registration number: 983084915

Postal address: Økern Torg Vei 6, bygg 1

Town: Oslo

Postal code: 0510

Country: Norway

For the attention of: Tore Angelsen

E-mail: tore.angelsen@frukt.no

Telephone: +47 23249400

Fax: +47 23249411

Internet address(es):

Address of the buyer profile: <https://kgv.doffin.no/ctm/Supplier/CompanyInformation/Index/3742>

Electronic access to information: <https://kgv.doffin.no/ctm/Supplier/Documents/Folder/114367>

Electronic submission of tenders and requests to participate: <https://kgv.doffin.no/ctm/Supplier/Notice/245241>

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

Tenders or requests to participate must be submitted: the abovementioned address

I.2. Type of the contracting authority

Other: Information Office

I.3. Main activity

Other: Information activities

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 attributed to the contract by the contracting authority

Call centre services for the School Fruit Scheme.

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

Services

Service category No 27: Other 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

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

The Information office for fruit and vegetables (OFG) operates the School Fruit Scheme subscription system that applies to grades 1 to 7 schools on behalf of the Norwegian Directorate of Health.

In connection with the subscription system there are many inquiries from parents and guardians, especially at the start of each semester (school start in August/September and at the semester start in January). In addition the schools and suppliers may have questions connected to the administration system, with for example clarification before each semester. OFG has organised a smaller unit that is responsible for the operation. This unit needs relief, especially with regard to requests from parents/guardians and schools. There are particularly many inquiries in connection with the start of the school year in August/September and at the semester start in January. We therefore have an answering centre who can take telephone calls to assist parents/guardians and school employees that get stuck during use of an internet solution. Inquiries can be on either telephone, via email and by the conversation function on the internet (chat). In addition an invoicing services will be carried out for parents/schools that would like to receive invoices in the general mail.

The invoicing service functions as follows: Each night an email is sent to an e mail address at the customer service centre with an attached PDF file. The PDF file contains finished, generated invoices that are adapted preprinted giro forms. The customer service centre writes invoices on preprinted giro forms, puts them in preprinted envelopes and sends them in the mail the day after the files are received. In the August – September period approximately 4 000 invoices are expected and in the period December – January approximately 1 500 invoices. On the most days around school start in August, more than 200 invoices are expected daily.

At the start of the semester, the need is estimated to be between 5 and 10 people (daytime), but in quieter periods (example April and November) there may be only 1 to 2 people needed. A supplier is obligated to have a service level of 80% of the incoming calls, and these should be answered within 20 seconds. Average per conversation is 8 minutes. There may well be quality and leadership, as well as some changes and help shall be entered into the School Fruit Scheme administration system. That means that those who respond must be highly trained. Training will be given by the Contracting Authority.

The supplier will be responsible for ensuring that at any time there are a sufficient number of working stations and sufficient staff to carry out the service for the Contracting Authority.

In order to give an estimate of the size of the project we have accordingly based on experiences and management:

Total telephone conversations 7 000

Number of emails processed 2 300

Number of conversations on the internet (chat): 500

From experience the average time used on incoming calls is 8 minutes and for incoming emails 3 minutes. In addition an after processing is expected of approximately 8 minutes on average for incoming conversations.

The starting point for the agreement is 4 years. If the framework conditions are changes, for example there is no longer a need for the assignment, the Contracting Authority may terminate

the agreement with 3 months warning.

If the tenderer is located outside of Oslo and the surrounding area, the tenderer must describe how the dialogue and training would be provided to the Contracting Authority.

How to price the offer:

Hourly rate throughout the agreement period for telephone conversations, emails and conversations on the internet (chat).

For the invoicing service a price can either be given per invoice or entered as part of the overall agreement with the same hourly rate as the rest of the offer. If the latter is chosen, one should estimate the number of invoices that will be processed per hour.

II.1.6. CPV code(s)

79512000 Call centre

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

II.1.8. Lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

Between 4 000 000 and 8 000 0000.

Estimated value excluding VAT:

Range: between 4 000 000 and 8 000 000 NOK

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: no

II.3. Duration of the contract or time limit for completion

Start 1.8.2014. Completion 30.6.2018

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: 1. The supplier is required to be a legally established enterprise. For documentation of the requirement the supplier should submit a valid business registration certificate.

2. The supplier is required to submit tax certificates for VAT and tax certificate for tax, cf. procurement Regulations § 17-14.

The certificates must be issued by the inland revenue office in the municipality where the supplier has his registered office and by the tax officer in the corresponding county. The certificates must not be older than six months. The purpose of the certificates is to confirm that the supplier has met their obligations with regard to payment of taxes, duties and VAT.

Foreign suppliers must provide certificates from authorities equivalent to the Norwegian ones. If it is evident from the certificates that there are tax and/or duty arrears, it is general practice that the supplier is rejected from the competition. Exceptions may be made to this rule in cases where the supplier is involved in a dispute with the tax authorities. In such cases, documentation must be submitted in connection with the case as part of the Tender.

3. Tenderer must submit an HSE declaration with the tender, cf.. procurement Regulation § 17-15.

III.2.2. Economic and financial ability

List and brief description of conditions: The supplier is required to have good financial solidity. For documentation of the requirement the supplier must submit annual reports for the last 3 years.

III.2.3. Technical and professional ability

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. Information about staff responsible for the performance of the contract

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.1.2. Information about the limits on the number of candidates to be invited

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Criteria below

1. Price. Weighting 40

2. Security for good assignment execution. Weighting 40

3. Experience from equivalent assignments. Weighting 20

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

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

012014

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Payable documents: no

IV.3.4. Time limit for receipt of tenders or requests to participate

6.5.2014 - 12:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted

Other: Norwegian.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

until: 13.6.2014

IV.3.8. Conditions for opening of tenders

Date: 7.5.2014 - 00:00

Persons authorised to be present at the opening of tenders: no

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

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

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Opplysningskontoret for frukt og grønt

Postal address: Økern Torg vei 6, bygg 1

Town: Oslo

Postal code: 0510

Country: Norway

E-mail: tore.angelsen@frukt.no

Telephone: +47 23249410

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: Appeals deadline is the 19.5.2014.

VI.4.3. Service from which information about the review procedure may be obtained

VI.5. Date of dispatch of this notice

18.3.2014