

Norway-Oslo: Call centre  
OJ S 68/2016 07/04/2016  
Contract award notice  
Services

Directive 2004/18/EC

## Section I: Contracting authority

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### 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](mailto: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/135066>

### 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

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### II.1. Description

#### II.1.1. Title

The procurement of a call centre system for 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)

#### 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 agreement for the delivery of a new contact centre system.

A new contact centre system shall replace the current call centre system and shall be the

Norwegian State Education Fund's main platform in relation to management of customer enquiries. The new system shall, in addition to request by telephones, also support other type of requests such as chat, e-mail, call back, Facebook and Twitter.

**II.1.5. CPV code(s)**

79512000 Call centre, 32524000 Telecommunications system, 32543000 Telephone switchboards, 32552310 Digital telephone exchanges, 64200000 Telecommunications services , 64215000 IP telephone 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**

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**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 65
2. Price and life-cycle costs. Weighting 35

**IV.2.2. Information about electronic auction**

**IV.3. Administrative information**

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

201501142

**IV.3.2. Previous publication concerning this procedure**

**Contract notice**

Notice number in the OJ S: [2015/S 164-300991](#) of 26.8.2015

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**Section V: Award of contract**

Contract No: 1

Lot No: 1

- Lot title: Agreement on contact centre system for The Norwegian State Education Loan Fund

**V.1. Date of conclusion of the contract**

1.3.2016

**V.2. Information about tenders**

Number of tenders received: 5

**V.3. Name and address of the contractor**

Official name: Intelecom Group AS

National registration number: 979661274

Postal address: Brynsveien 13  
Town: Oslo  
Postal code: 0667  
Country: Norway

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

Total value of the procurement:  
Value: 4 480 000 NOK  
excluding VAT

**V.5. Information about subcontracting**

The contract is likely to be subcontracted: no

**Section VI: Complementary information**

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**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**

**VI.3. Procedures for review**

**VI.3.1. Review body**

**VI.3.2. Review procedure**

Precise information on deadline(s) for review procedures: The deadline for any appeals was 11.3.2016 and no appeals were received.

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

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  
E-mail: [postmottak@lanekassen.no](mailto:postmottak@lanekassen.no)

**VI.4. Date of dispatch of this notice**

5.4.2016