

Norway-Oslo: Call centre
OJ S 117/2014 20/06/2014
Contract award 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>

I.2. Type of the contracting authority

Other: Information Office

I.3. Main activity

Other: Information 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

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, Norway.

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 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. Enquiries can be both by telephone, e-mail 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 service provider is obligated to have a service level of 80 % of the incoming calls, and these should be answered within 20 seconds. The average length 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 service provider 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 post-call processing is expected of approx. 8 min on average for incoming conversations.

The starting point for the agreement is 4 years. If the framework conditions are changed, 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).

In the invoicing service, one can either state the price per invoice or add it in as a part of the total contract with the same hourly rate as the rest of the tender. If the latter is chosen, one should estimate the number of invoices that will be processed per hour.

II.1.5. CPV code(s)

79512000 Call centre

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

The procurement is covered by the Government Procurement Agreement: no

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Value: 5 000 000 NOK

excluding VAT

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of

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

IV.3. Administrative information

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

012014

IV.3.2. Previous publication concerning this procedure

Contract notice

Notice number in the OJ S: [2014/S 57-096307](#) of 18.3.2014

Section V: Award of contract

Contract No: 1

Lot No: 1

- Lot title: Call centre services for the School Fruit Scheme

V.1. Date of conclusion of the contract

9.5.2014

V.2. Information about tenders

Number of tenders received: 6

V.3. Name and address of the contractor

Official name: Polarfakta AS

National registration number: 985946698

Postal address: Midtre gt. 12

Town: Mo i Rana

Postal code: 8624

Country: Norway
Telephone: +47 75682600

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

Initial estimated total value of the contract/lot:
Value: 5 000 000 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

VI.3. Procedures for review

VI.3.1. Review body

Official name: Opplysningskontoret for frukt og grønt
National registration number: 983084915
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.3.2. Review procedure

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

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

VI.4. Date of dispatch of this notice

18.6.2014