

**Norway-Langhus: Call centre**  
**OJ S 75/2023 17/04/2023**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Opplysningskontoret for Frukt og Grønt

National registration number: 983084915

Postal address: Håndverksveien 31

Town: Langhus

NUTS code: NO Norge

Postal code: 1405

Country: Norway

Contact person: Tore Angelsen

E-mail: [tore.angelsen@frukt.no](mailto:tore.angelsen@frukt.no)

Telephone: +47 47751787

**Internet address(es):**

Main address: <https://permalink.mercell.com/189392955.aspx>

**I.4. Type of the contracting authority**

Other type: Information Office

**I.5. Main activity**

Other activity: Information services

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

Part 1 - contract for call centre services for the subscription scheme School Fruit.

Reference number: 012022

**II.1.2. Main CPV code**

79512000 Call centre

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

The Information office for fruit and vegetables (OFG) operates the School Fruit subscription scheme on behalf of the Norwegian Directorate of Health. The scheme has many enquiries from parents/guardians, particularly at the start of each term. In addition schools and suppliers can have questions about the administration system [www.skolefruktsys.no](http://www.skolefruktsys.no). OFG has

organised a smaller unit that is responsible for the operation. This unit will be relieved by a call centre. OFG would now like to procure a continuing service contract for such call centre services

#### **II.1.6. Information about lots**

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Lowest offer: 3 397 846,00 NOK / Highest offer: 3 798 869,00 NOK taken into consideration

### **II.2. Description**

#### **II.2.3. Place of performance**

NUTS code: NO08 Oslo og Viken

Main site or place of performance: Ski Municipality

#### **II.2.4. Description of the procurement**

The need for call centre services is particularly great at the start of term. Enquiries can be by telephone, e-mail, and by the conversation function on the Internet (chat). Calls can also be required to, for example, schools, in order give information on new items or give reminders. See further information in the tender documentation.

The contracting authority plans to invite up to five tenderers to submit tender offers. If more than five qualified tenderers submit a request for participation in the competition, the contracting authority will select the tenderers on the basis of the selection criteria:

Experience carrying out similar deliveries, cf. the tender documentation point 4.3.1 Under this criterion, the extent to which the described reference assignments are relevant for this procurement will be assessed. Here, particular emphasis will be placed on experience with comparable clients and assignments of similar size.

#### **II.2.5. Award criteria**

Quality criterion - Name: Quality of offered personnel / Weighting: 50

Quality criterion - Name: Assignment comprehension and quality of the offered services / Weighting: 20

Cost criterion - Name: Price / Weighting: 30

#### **II.2.11. Information about options**

Options: no

#### **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**

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#### **IV.1. Description**

##### **IV.1.1. Type of procedure**

Restricted 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: [2022/S 214-615861](#)

#### **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**

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A contract/lot is awarded: yes

### **V.2. Award of contract**

#### **V.2.1. Date of conclusion of the contract**

27/02/2023

#### **V.2.2. Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 3

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

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

#### **V.2.3. Name and address of the contractor**

Official name: Granada AS

Postal address: Sørliveien 118

Town: Halden

NUTS code: NO082 Viken

Postal code: 1788

Country: Norway

The contractor is an SME: yes

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

Total value of the contract/lot: 3 478 700,00 NOK

#### **V.2.5. Information about subcontracting**

## **Section VI: Complementary information**

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### **VI.3. Additional information**

### **VI.4. Procedures for review**

#### **VI.4.1. Review body**

Official name: Follo og Nordre Østfold tingrett

Postal address: Postboks 64

Town: Ski

Postal code: 1401

Country: Norway

E-mail: [follo.og.nordre.ostfold.tingrett@domstol.no](mailto:follo.og.nordre.ostfold.tingrett@domstol.no)

Internet address: <https://www.domstol.no/no/domstoler/tingrett/follo-og-nordre-ostfold-tingrett/>

**VI.5. Date of dispatch of this notice**

12/04/2023