

Norway-Oslo: Call centre
OJ S 161/2016 23/08/2016
Contract award notice
Services

Directive 2004/18/EC**Section I: Contracting authority**

I.1. Name and addresses

Official name: Oslo kommune c/o Utviklings- og kompetanseetaten (Oslo municipality, c/o the Agency for Improvement and Development)
National registration number: 971 183 675
Postal address: PB 6538 Etterstad
Town: Oslo
Postal code: 0606
Country: Norway
Contact person: The reception 5th floor, Strømsveien 102, 0663 Oslo
For the attention of: Erik Rondeel
E-mail: erik.rondeel@uke.oslo.kommune.no
Telephone: +47 92633589

Internet address(es):

Address of the buyer profile: <https://kgv.doffin.no/ctm/Supplier/CompanyInformation/Index/3758>
Electronic access to information: <https://kgv.doffin.no/ctm/Supplier/Documents/Folder/136174>

I.2. Type of the contracting authority

Regional or local agency/office

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**

Service contract for a multi-channel contact centre system.

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

Services

Service category No 7: Computer and related services

Main site or place of performance: Oslo.

NUTS code NO011 Oslo

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)**

Procurement of a service contract for a multi-channel contact centre system for the Agency for Improvement and Development in Oslo municipality. The new contract shall provide an

opportunity to develop a joint contact centre platform for Oslo municipality, by all municipal entities being able to join the contract. The current contact centre system is used by Oslo municipality's contact centre 02 180, the Agency for Improvement and Development's Service Centre (USS) and the Agency for Urban Development's customer centre (BYM). See the qualification documentation for further details.

II.1.5. CPV code(s)

79512000 Call centre, 72510000 Computer-related management services, 72416000 Application service providers

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

Value: 20 532 329 NOK
excluding VAT

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. System. Weighting 40
2. Implementation ability. Weighting 25
3. Total Price. Weighting 35

IV.2.2. Information about electronic auction

IV.3. Administrative information

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

2015 00 605

IV.3.2. Previous publication concerning this procedure

Contract notice

Notice number in the OJ S: [2015/S 191-346452](#) of 2.10.2015

Section V: Award of contract

Contract No: 1

Lot No: 1

- Lot title: Service contract for a multi-channel contact centre system

V.1. Date of conclusion of the contract

28.4.2016

V.2. Information about tenders

V.3. Name and address of the contractor

Official name: Evry

National registration number: 933012867

Postal address: Snarøyveien 30 A

Town: Fornebu

Postal code: 1360

Country: Norway

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

Initial estimated total value of the contract/lot:

Value: 20 532 329 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****VI.3.2. Review procedure****VI.3.3. Service from which information about the review procedure may be obtained****VI.4. Date of dispatch of this notice**

19.8.2016