

**Norway-Oslo: Telecommunications services**  
**OJ S 179/2016 16/09/2016**  
**Contract notice**  
**Services**

**Directive 2004/18/EC**

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Statistisk Sentralbyrå [Statistics Norway]

Postal address: Akersveien 26

Town: Oslo

Postal code: 0033

Country: Norway

**Internet address(es):**

Electronic access to information: <http://permalink.mercell.com/60377804.aspx>

Electronic submission of tenders and requests to participate: <http://permalink.mercell.com/60377804.aspx>

**Additional information can be obtained from:**

Official name: Mercell Norge AS

Postal address: Karihaugveien 89

Town: Oslo

Postal code: 1086

Country: Norway

E-mail: [support@mercell.com](mailto:support@mercell.com)

Internet address: <http://permalink.mercell.com/60377804.aspx>

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

Official name: Mercell Norge AS

Postal address: Karihaugveien 89

Town: Oslo

Postal code: 1086

Country: Norway

E-mail: [support@mercell.com](mailto:support@mercell.com)

Internet address: <http://permalink.mercell.com/60377804.aspx>

**Tenders or requests to participate must be submitted:** Official name: Mercell Norge AS

Postal address: Karihaugveien 89

Town: Oslo

Postal code: 1086

Country: Norway

E-mail: [support@mercell.com](mailto:support@mercell.com)

Internet address: <http://permalink.mercell.com/60377804.aspx>

**I.2. Type of the contracting authority**

National or federal 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

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### II.1. Description

#### II.1.1. Title attributed to the contract by the contracting authority

16/652 Telephony competition.

#### 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 and Kongsvinger.

NUTS code NO011 Oslo,NO021 Hedmark

#### 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 following is included in the procurement:

The aim of the procurement is to enter into a contract with a tenderer for the procurement of telephony services for Statistics Norway. The telephony services shall be owned and administered by the tenderer. Including operation and maintenance of the system. Sub-suppliers can be chosen if the company cannot provide all the services. Documentation of the qualification requirements must, in such cases, also be presented for the sub-suppliers, plus a commitment statement from the sub-suppliers who shall provide the service.

The chosen tenderer will be one of several strategic cooperation partners for the work on the future development of efficient interaction systems (Unified Communication) in Statistics Norway.

The following is not included in this procurement:

The procurement does not include data lines and the procurement of data line capacity, so-called dark/black fibre.

The procurement of telephony services will not include the transfer of personnel or other changes that would mean that the Working Environment Act's provisions — chapter 16 on transfer of undertakings, are applicable after the result of this procurement.

Tenders shall be submitted electronically via the Merccell portal by the tender deadline.

The Contracting Authority uses Merccell Sourcing Service. To express your interest and gain access to any documents, please click on the link below or copy and paste the link into your browser. [<http://permalink.merccell.com/60377804.aspx>]. Then follow the instructions on the website.

#### II.1.6. CPV code(s)

64200000 Telecommunications services, 64210000 Telephone and data transmission services , 64211000 Public-telephone services, 64212000 Mobile-telephone services, 64215000 IP telephone services

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

The procurement is covered by the Government Procurement Agreement: yes

#### II.1.8. Lots

This contract is divided into lots: yes

Tenders may be submitted for all lots

#### **II.1.9. Information about variants**

Variants will be accepted: no

#### **II.2. Scope of the procurement**

##### **II.2.1. Total quantity or scope**

Estimated value excluding VAT:

Range: between 18000000 and 20000000 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 15.9.2016. Completion 31.10.2016

Information about lots

Lot title: Category 02 — Mobile telephony

##### **1) Short description**

All services that are described in this area such as subscriptions, administration, reporting, speech via WIFI/4G and a secure communication system from mobile broad band/mobile telephony to the Contracting Authority's IT infrastructure.

See the illustrated figure in annex 01 requirement specifications.

##### **2) CPV code(s)**

64200000 Telecommunications services

##### **3) Quantity or scope**

See the attached tender documentation.

##### **4) Indication about different time frame or duration**

##### **5) Additional information about lots**

Lot title: Category 01 Basic telephony and integrations

##### **1) Short description**

Basic telephony services:

All services that are described in this area, including the accompanying adaptations to the Contracting Authority's infrastructure so that the telephony services can work. These include basic In-house telephone exchange functionality with additions to switchboard and contact centre functionality.

Integrations:

All the services that are described in this area are closely connected to the basic telephony area, with the exception of possible integration with mobile telephony. All the integrations are therefore placed in a separate sub-area.

See the illustrated figure in annex 01 requirement specifications.

##### **2) CPV code(s)**

64200000 Telecommunications services

##### **3)**

**Quantity or scope**

See the attached tender documentation.

**4) Indication about different time frame or duration****5) Additional information about lots**

Lot title: Category 03 — Catalogue services

**1) Short description**

In order to achieve a high rate of hits with telephone numbers, the contracting authority is dependent on connecting a selection of persons with telephone catalogues, in order to obtain mobile numbers for persons who are not digital users (not in KRR) and/or only have landline numbers. Therefore tenderers ought to offer a system for connecting telephone numbers from a telephone number database/catalogue service through connections of date of birth or name and address.

See the illustrated figure in annex 01 requirement specifications.

**2) CPV code(s)**

64200000 Telecommunications services, 64215000 IP telephone services

**3) Quantity or scope**

See the tender documentation.

**4) Indication about different time frame or duration****5) Additional information about lots**

Lot title: Category 04 SMS Gateway and Application

**1) Short description**

Statistics Norway would like a SMS service that supports the following functions:

Establish notification lists for SMS.

Each user shall be able to establish a user profile and choose which telephone number shall be the sender of SMSs.

Able to make own templates for SMS.

Can offer logging of status for each sent SMS.

SSB has recently developed an application for mass sendings of SMSs to our respondents.

Therefore the system ought to have an API to a SMS gateway, either as a REST or Webservices API.

**2) CPV code(s)**

64200000 Telecommunications services

**3) Quantity or scope**

See the attached tender documentation.

**4) Indication about different time frame or duration****5) Additional information about lots****Section III: Legal, economic, financial and technical information**

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**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: K 01 Tax certificate — Requirement: Tenderers must have submitted tax statements and paid taxes, payroll taxes and VAT. Documentation: A tax and VAT certificate. The certificate shall not be older than 6 months from the deadline for receipt of tenders. Arrears or other irregularities must be justified. If a Tenderer plans to involve sub-providers, tax certificates must also be provided for them.

K 02 Company Registration Certificate — Requirement: The tenderer must be a legally established company. Documentation: Company Registration Certificate or equivalent from the tenderer's home country.

K 03 Wages and working conditions. Requirement: The tenderer must comply with the wages and working conditions requirements. Documentation: A signed Self-Declaration on wages and working conditions.

K 04 HSE self-declaration — Requirement: The tenderer shall vouch for the company working systematically to comply with the health, environment and safety legislation and that they comply with the internal control regulations. The tenderer must also confirm that the company is legally organised in relation to applicable tax and working environment regulations for employees' professional and social rights, and shall accept that the contracting authority has the right to review and verify the company's system for safeguarding health, safety and environment. Documentation: A signed HSE self-declaration.

**III.2.2. Economic and financial ability**

List and brief description of conditions: K 05 Finances — Requirement: Tenderers shall have sufficient economic and financial solidity to fulfil the contractual obligations. Documented by: A credit assessment from a certified credit institution/company. The credit assessment shall not be more than 6 months from the deadline for receipt of tenders. The credit assessment shall be a so-called rating and include a credit rating, part rating and historical rating. The credit score must not be lower than A (creditworthy) or equivalent if a different form of score is used (numbers). Tenders from service providers with a lower score than A or equivalent (i.e. not credit worthy or credit worthy with security) will not be considered.

**III.2.3. Technical and professional ability**

List and brief description of conditions:

K 06 Experience — Requirement: Tenderers shall have good experience from equivalent assignments and the assignment shall be within the core activities of the tenderer. K06 — Documentation: A list of the 4 most important assignments within this area, including migration to the offered system, in the last three years. The list shall contain a brief description of the project, value, date as well as the contact person's name, position, telephone number and e-mail address. The Contracting Authority shall be given the opportunity to contact the reference persons. The tenderer must have informed the reference person in advance that they may be contacted. A description of the tenderer's core activity.

#### **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**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

### **Section IV: Procedure**

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#### **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 Price is not the only award criterion and all criteria are stated only in the procurement documents

##### **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**

16/652

##### **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**

31.10.2016 - 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: 28.2.2017

#### **IV.3.8. Conditions for opening of tenders**

Date: 1.11.2016 - 12:00

Place:

Oslo

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

#### **Section VI: Complementary information**

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##### **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**

###### **VI.4.2. Review procedure**

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

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

13.9.2016