

Norway-Oslo: Telephone and data transmission services
OJ S 121/2021 25/06/2021
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Statens pensjonskasse

National registration number: 982583462

Postal address: Postboks 10 Skøyen

Town: Oslo

NUTS code: NO Norge

Postal code: 0212

Country: Norway

Contact person: Trond Lyngaas

E-mail: trond.lyngaas@spk.no

Telephone: +47 22241725

Fax: +47 22241501

Internet address(es):

Main address: <https://permalink.mercell.com/145963831.aspx>

Address of the buyer profile: <http://www.spk.no/>

I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

Social protection

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Call Centre Solution

Reference number: 20/035433

II.1.2. Main CPV code

64210000 Telephone and data transmission services

II.1.3. Type of contract

Services

II.1.4. Short description

Statens pensjonskasse (SPK) (the Norwegian Public Service Pension Fund) currently uses multiple systems to handle incoming enquiries from customers and members. It is preferable to procure a modern and future-oriented call centre solution, where all channels can be handled in one system.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 8 169 000,00 NOK

II.2. Description

II.2.2. Additional CPV code(s)

48100000 Industry specific software package, 48200000 Networking, Internet and intranet software package, 64200000 Telecommunications services, 64213000 Shared-business telephone network services

II.2.3. Place of performance

NUTS code: NO08 Oslo og Viken

II.2.4. Description of the procurement

This procurement will cover SPK's need for a call centre solution for contact with our customers and members via telephony, email, chat and social media. The procurement includes purchase/access to system/solution, and related additional products and services. The call centre solution must be cloud-based.

It is important to SPK that the solution is flexible, innovative and in continual development. SPK wants a solution that not only satisfied the current need, but also future need. The solution must be perceived as user friendly, easy to follow and as a modern and good tool for the users. In addition, the manager's need for control and real-time information is safeguarded through simple and clear administration and management tool.

II.2.5. Award criteria

Quality criterion - Name: Quality / Weighting: 60 %

Quality criterion - Name: Progress plan / Weighting: 5 %

Price - Weighting: 35 %

II.2.11. Information about options

Options: yes

Description of options:

Options for different modules, cfr. Annex 6 in SSA-L.

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

IV.1. Description

IV.1.1. Type of procedure

Competitive procedure with negotiation

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: [2020/S 251-634015](#)

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

Title:

Call Centre Solution

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

11/06/2021

V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 4

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

Number of tenders received by electronic means: 4

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

V.2.3. Name and address of the contractor

Official name: NetNordic Norway AS

Postal address: Vollsveien 2 B

Town: Lysaker

NUTS code: NO08 Oslo og Viken

Postal code: 1366

Country: Norway

E-mail: salg@netnordic.no

Telephone: +47 67247365

Fax: +47 21062601

The contractor is an SME: no

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

Total value of the contract/lot: 8 169 000,00 NOK

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1.

Review body

Official name: Oslo tingrett

Town: Oslo

Country: Norway

VI.5. Date of dispatch of this notice

21/06/2021