

355229-2026 - Competition

Norway – Telephone-answering services – Tender competition 'Snelandia customer centre and route information'.

OJ S 99/2026 26/05/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: FINNMARK FYLKESKOMMUNE

Email: anskaffelserfinnmark@ffk.no

Legal type of the buyer: Regional authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Tender competition 'Snelandia customer centre and route information'.

Description: The procurement is for route information and a customer centre for Snelandia.

Procedure identifier: 8ab8ffff-d8d6-44e0-8052-fdafaaca2f5c

Internal identifier: 26/05453

Type of procedure: Open

The procedure is accelerated: no

Main features of the procedure: The service will be carried out by telephone, email and chat, as well as the service being a hub for telephone booking and organising the county's school transport and Flex routes. Other services may also be imposed and will be subject to negotiations. Daily contact with our travellers and operators is at the centre and the tenderer shall answer and solve emerging questions and challenges for travellers on their way in Finnmark. The service shall be carried out in accordance with the specifications given in Annex A - the Assignment Description.

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

Additional classification (cpv): 64200000 Telecommunications services

2.1.2. Place of performance

Country subdivision (NUTS): Finnmark/Finnmárku/Finmarkku (NO073)

Country: Norway

2.1.4. General information

Legal basis:

Directive 2014/24/EU

Anskaffelsesforskriften - In accordance with regulations

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document (ESPD)

5. Lot

5.1. Lot: LOT-0000

Title: Tender competition 'Snelandia customer centre and route information'.

Description: The procurement is for route information and a customer centre for Snelandia.

Internal identifier: 26/05453

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

Additional classification (cpv): 64200000 Telecommunications services

5.1.2. Place of performance

Country subdivision (NUTS): Finnmark/Finnmárku/Finmarkku (NO073)

Country: Norway

5.1.3. Estimated duration

Start date: 31/07/2026

Duration end date: 31/07/2030

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

5.1.9. Selection criteria

Sources of selection criteria: European Single Procurement Document (ESPD)

5.1.10. Award criteria

Criterion:

Type: Price

Name: Price

Description: Price

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 40

Criterion:

Type: Quality

Name: Quality

Description: Quality

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 60

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: Norwegian

Deadline for requesting additional information: 12/06/2026 10:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: <https://permalink.mercell.com/284371920.aspx>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://permalink.mercell.com/284371920.aspx>

Languages in which tenders or requests to participate may be submitted: Norwegian
Electronic catalogue: Not allowed
Advanced or qualified electronic signature or seal (as defined in Regulation (EU) No 910/2014) is required
Variants: Not allowed
Tenderers may submit more than one tender: Not allowed
Deadline for receipt of tenders: 22/06/2026 10:00:00 (UTC+00:00) Western European Time, GMT
Duration during which the tender must remain valid: 3 Months
Information about public opening:
Opening date: 22/06/2026 10:00:00 (UTC+00:00) Western European Time, GMT
Terms of contract:
The execution of the contract must be performed within the framework of sheltered employment programmes: No
Electronic invoicing: Allowed
Electronic ordering will be used: no
Electronic payment will be used: yes

5.1.15. Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Sis- ja Nuorta Finnmarkku diggegoddi / Indre- og Østre Finnmark tingrett

Information about review deadlines: In accordance with the current rules

Organisation providing more information on the review procedures: Sis- ja Nuorta Finnmarkku diggegoddi / Indre- og Østre Finnmark tingrett

Organisation receiving requests to participate: FINNMARK FYLKESKOMMUNE

Organisation processing tenders: FINNMARK FYLKESKOMMUNE

8. Organisations

8.1. ORG-0001

Official name: FINNMARK FYLKESKOMMUNE

Registration number: 830090282

Postal address: Henry Karlsens plass 1

Town: VADSØ

Postcode: 9800

Country subdivision (NUTS): Finnmark/Finnmárku/Finmarkku (NO073)

Country: Norway

Contact point: Anskaffelser Finnmark fylkeskommune

Email: anskaffelserfinnmark@ffk.no

Telephone: 78963000

Roles of this organisation:

Buyer

Organisation receiving requests to participate

Organisation processing tenders

8.1. ORG-0002

Official name: Sis- ja Nuorta Finnmarkku diggegoddi / Indre- og Østre Finnmark tingrett
Registration number: Sis- ja Nuorta Finnmarkku diggegoddi / Indre- og Østre Finnmark tingrett
Department: Sis- ja Nuorta Finnmarkku diggegoddi / Indre- og Østre Finnmark tingrett
Town: Vadsø
Postcode: 9815
Country subdivision (NUTS): Finnmark/Finnmárku/Finmarkku (NO073)
Country: Norway
Contact point: Sis- ja Nuorta Finnmarkku diggegoddi / Indre- og Østre Finnmark tingrett
Email: indre.og.ostre.finnmark.tingrett@domstol.no
Telephone: 78011700
Fax: 78011700
Information exchange endpoint (URL): <https://www.domstol.no>
Roles of this organisation:
Review organisation
Organisation providing more information on the review procedures

Notice information

Notice identifier/version: d0cb8362-f85e-401f-a7e1-f8d5ce57d057 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
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Notice dispatch date (eSender): 22/05/2026 07:19:18 (UTC+00:00) Western European Time, GMT
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