

377157-2024 - Result

Norway – Call centre – Procurement of a switchboard/contact centre system.

OJ S 123/2024 26/06/2024

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Oslo kommune v/ Utviklings- og kompetanseetaten

Email: thomas.fichtner@uke.oslo.kommune.no

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Procurement of a switchboard/contact centre system.

Description: Oslo municipality needs to ensure an efficient and future orientated way of communicating with inhabitants. Therefore the municipality shall now procure a new contact centre system. To ensure further growth and need for new functionality, there is a need for a contact centre system that will be delivered to the Customer as a complete service (SaaS). The contract shall cover the Contracting Authority's need for switchboard and contact centre systems, with the accompanying manpower planning tool, from today and forward.

Procedure identifier: 3ac6518b-cf58-48d2-af31-5b22a266c344

Previous notice: 07277f55-9268-4e76-8125-fda25694ff1a-01

Internal identifier: 23/201226

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 32543000 Telephone switchboards, 32573000 Communications control system, 48510000 Communication software package, 50334400 Communications system maintenance services, 51300000 Installation services of communications equipment, 64214200 Telephone switchboard services, 72000000 IT services: consulting, software development, Internet and support, 72212211 Platform interconnectivity software development services, 72212510 Communication software development services, 72212511 Desktop communications software development services

2.1.2. Place of performance

Country: Norway

Anywhere in the given country

2.1.3. Value

Estimated value excluding VAT: 19 000 000,00 NOK

2.1.4. General information

Call for competition is terminated

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0000

Title: Procurement of a switchboard/contact centre system.

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Internal identifier: 23/201226

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Options:

Description of the options: See Annex 1 with annexes for details on options.

5.1.2. Place of performance

Country: Norway

Anywhere in the given country

5.1.3. Estimated duration

Duration: 4 Years

5.1.4. Renewal

Maximum renewals: 4

Other information about renewals: 2+2+1+1 years on unchanged terms

5.1.5. Value

Estimated value excluding VAT: 19 000 000,00 NOK

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.7. Strategic procurement

Green Procurement Criteria: No Green Public Procurement criteria

5.1.10. Award criteria

Criterion:

Type: Quality

Name: Functionality and user friendliness

Description: The contracting authority would like a functional, flexible and user-friendly service. that provide an efficient task solving for all users. The system should provide a seamless and intuitive user experience with an option for personalising the work surface.

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

Award criterion number: 45

Criterion:

Type: Quality

Name: Modern system design and architecture

Description: • Technical architecture • Interface and integrations •Security

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

Award criterion number: 15

Criterion:

Type: Quality

Name: Interaction

Description: SLA •Accessibility •Compensations The contracting authority would like a good and thoughtful plan for how the Tenderer will ensure effective, predictable implementation and ongoing operation. The contracting authority requests good service on several levels. Good training for all users and good support for supervisor, ICT and contract managers is important for the Contracting Authority.

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

Award criterion number: 15

Criterion:

Type: Price

Name: Price

Description: The price shall be filled in accordance with instructions in Annex 7 Apendix 1.

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

Award criterion number: 25

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

Mediation organisation: Klagenemndsekretariatet

Review organisation: Oslo Tingrett

Organisation providing information concerning the general regulatory framework for taxes applicable in the place where the contract is to be performed: Klagenemndsekretariatet

Organisation providing additional information about the procurement procedure: Oslo kommune v/ Utviklings- og kompetanseetaten

Organisation providing offline access to the procurement documents: Oslo kommune v/ Utviklings- og kompetanseetaten

Organisation providing more information on the review procedures: Klagenemndsekretariatet

Organisation whose budget is used to pay for the contract: Oslo kommune v/ Utviklings- og kompetanseetaten

Organisation executing the payment: Oslo kommune v/ Utviklings- og kompetanseetaten

6. Results

Value of all contracts awarded in this notice: 19 000 000,00 NOK

6.1. Result lot identifier: LOT-0000

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: Zisson AS

Tender:

Tender identifier: Anskaffelse av sentralbord-/kontaktsenterløsning - Zisson AS

Identifier of lot or group of lots: LOT-0000

Contract information:

Identifier of the contract: Anskaffelse av sentralbord-/kontaktsenterløsning - Zisson AS

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 5

8. Organisations

8.1. ORG-0001

Official name: Oslo kommune v/ Utviklings- og kompetanseetaten

Registration number: 971183675

Department: Innkjøpstjenester

Postal address: Grensesvingen 6

Town: Oslo

Postcode: 0663

Country: Norway

Contact point: Thomas Fichtner

Email: thomas.fichtner@uke.oslo.kommune.no

Telephone: +47 95808089

Buyer profile: <https://eu.eu-supply.com/ctm/company/companyinformation/index/264775>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing offline access to the procurement documents

Organisation whose budget is used to pay for the contract

Organisation executing the payment

8.1. ORG-0002

Official name: Klagenemndsekretariatet

Registration number: 918195548

Postal address: Zander Kaaes gate 7

Town: Bergen

Postcode: 5015

Country: Norway

Email: Post@knse.no

Telephone: +47 55193000

Internet address: <https://www.klagenemndssekretariatet.no/>

Roles of this organisation:

Organisation providing more information on the review procedures

Mediation organisation

Organisation providing information concerning the general regulatory framework for taxes applicable in the place where the contract is to be performed

8.1. ORG-0003

Official name: Oslo Tingrett

Registration number: 926 725 939

Postal address: C. J. Hambros plass 4

Town: Oslo

Postcode: 0164

Country: Norway

Email: oslo.tingrett@domstol.no

Telephone: 22035200

Information exchange endpoint (URL): <https://www.domstol.no/no/domstoler/tingrett/oslo-tingrett/>

Roles of this organisation:

Review organisation

8.1. ORG-0004

Official name: Zisson AS

Registration number: Zisson AS

Postal address: Nedre Vollgate 5

Town: Oslo

Postcode: 0158

Country: Norway

Email: gunnar.aasen@zisson.com

Telephone: +47 93466041

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0000

Notice information

Notice identifier/version: 240c11ef-3dc6-4057-af47-4261ff4105a8 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 29

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