

Norway-Langhus: Call centre

OJ S 178/2018 15/09/2018

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Opplysningskontoret for frukt og grønt

National registration number: 983084915

Postal address: Håndverksveien 31

Town: Langhus

NUTS code: NO Norge

Postal code: 1405

Country: Norway

Contact person: Tore Angelsen

E-mail: tore.angelsen@frukt.no

Telephone: +47 47751787

Internet address(es):

Main address: www.frukt.no

Address of the buyer profile: <https://kgv.doffin.no/ctm/Company/CompanyInformation/Index/3742>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://kgv.doffin.no/ctm/Supplier/Documents/Folder/162629>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Other type: Information Office

I.5. Main activity

Other activity: Information services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Tender Call Centre Service for School Fruit

Reference number: 032018

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

The Information office for fruit and vegetables (OFG) operates the School Fruit Scheme subscription system that applies to all primary and secondary schools in Norway on behalf of the Norwegian Directorate of Health.

There is a need for a call centre service for this subscription scheme, the need is particularly large at the start of term. Enquiries can be by telephone, e-mail and by the conversation function on the Internet (chat). In addition some letters are to be sent out with an information sheet and a school fruit card.

II.1.5. Estimated total value

Value excluding VAT: 5 000 000,00 NOK

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: NO Norge

Main site or place of performance: Langhus

II.2.4. Description of the procurement

The following estimates are based on experience and expectations and are per annum:

- Number of telephone calls: 4 500,
- number of emails processed: 5 000,
- number of chats on the Internet: 700.

Point 6 in the contract details the opening hours and personnel resources that must be used. The opening hours and resource use can be changed in the contract period, based on need /an evaluation of traffic. See the tender documentation for further information.

II.2.5. Award criteria

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

II.2.6. Estimated value

Value excluding VAT: 5 000 000,00 NOK

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

Can be renewed through a new tender.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

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 III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:
See the tender documentation.

III.1.2. Economic and financial standing

List and brief description of selection criteria:
See the tender documentation.
Minimum level(s) of standards possibly required:
See the tender documentation.

III.1.3. Technical and professional ability

List and brief description of selection criteria:
See the tender documentation.
Minimum level(s) of standards possibly required:
See the tender documentation.

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

See the tender documentation.

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement
Framework agreement with a single operator

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 05/11/2018 Local time: 12:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

Norwegian

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 14/12/2018

IV.2.7. Conditions for opening of tenders

Date: 06/11/2018 Local time: 9:00

Place:

Langhus

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Opplysningskontoret for frukt og grønt

Postal address: Håndverksveien 31

Town: Langhus

Postal code: 1405

Country: Norway

E-mail: tore.angelsen@frukt.no

Telephone: +47 47751787

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

See the tender documentation.

VI.5. Date of dispatch of this notice

13/09/2018