

Norway-Oslo: Repair and maintenance services of telephone switching apparatus

OJ S 246/2016 21/12/2016

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Norsk rikskringkasting AS (NRK) [The Norwegian Broadcasting Corporation]

Postal address: Bjørnstjerne Bjørnsons plass 1

Town: Oslo

Postal code: 0340

Country: Norway

For the attention of: Kristen Erik Thorp

E-mail: kristen.erik.thorp@nrk.no**Internet address(es):**Electronic access to information: <http://permalink.mercell.com/63550209.aspx>Electronic submission of tenders and requests to participate: <http://permalink.mercell.com/63550209.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.comInternet address: <http://permalink.mercell.com/63550209.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.comInternet address: <http://permalink.mercell.com/63550209.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.comInternet address: <http://permalink.mercell.com/63550209.aspx>**I.2. Type of the contracting authority**

Body governed by public law

I.3. Main activity

Other: broadcasting

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

II.1. Description

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

NRK-MA2956/16E Operations and maintenance of telephony system — qualification.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 1: Maintenance and repair services

Main site or place of performance: Norway.

NUTS code NO Norge

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

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

The Norwegian Broadcasting Corporation (hereafter called NRK) invites interested tenderers to apply for participation in a competition with negotiations about entry into contract for operations and maintenance including support for the end users of our telephony system.

The telephony system consist of Avaya Auro and Trio Switchboard solutions. The solution is placed at 24 location in Norway, with the main part located at two site in Oslo and Trondheim. The solution is the bearer of NRK's total IP telephony with approx. 1,200 IP telephone and is integrated with several of NRK's production systems. The Trio platform is used as a call centre for the license office with approx. 100 agents and switchboard for NRK.

NRK's approx. 3,500 employees use Sky for Business. This is not a direct part of the agreement, but is touched on as the telephone central is integrated with Skype for Business. The largest district offices and our public service in Mo i Rana have their own solutions for independent operation if NRK's WAN is down.

Telephony is one of the most important work tools a media company uses. The quality and availability requirements are high, both in normal daily use and in crises and stand-by. More than many other customers, NRK depends on the delivery of services with quality at all stages, as the organisation also uses telephony in program production.

The service mainly includes overall responsibility.

— Administration, operation and maintenance

- Support for end-users
- Any additional purchase to the telephony system, i.a. Licenses, clients and terminals
- Consulting and consultancy services related to the telephony solution.

We expect that the agreement will have a value of approx. 2 500 000 NOK per year.

NRK intends to award one contract.

The Contracting Authority uses Merzell 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. [\[\[http://permalink.merzell.com/63550209.aspx\]\]](http://permalink.merzell.com/63550209.aspx). Then follow the instructions on the website.

II.1.6. CPV code(s)

50334130 Repair and maintenance services of telephone switching apparatus, 32551200 Telephone exchanges, 32552310 Digital telephone exchanges, 50334120 Upgrade services of telephone switching equipment, 72510000 Computer-related management 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: no

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 10 000 000 and 20 000 000 NOK

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

II.3. Duration of the contract or time limit for completion

Start 1.5.2017.

Section III: Legal, economic, financial and technical information

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: K01 Tenderers ought not have substantial public tax arrears. Complete requirements can be found in the qualification documentation.

K 02 The tenderer shall be a legally registered company. Comprehensive requirements can be found in the qualification documentation.

III.2.2. Economic and financial ability

List and brief description of conditions: K03 Tenderers must have sufficient economic and financial standing. Economic and financial standing shall be documented with the following information:

a. Approved Annual Financial Statements with the Annual Report and the auditor's report for the last three fiscal years, as well as newer information of relevance. b. Solidity assessment from a company with a licence to run a credit information company. The evaluation must not be older than three months at the time of application deadline, be based on the last known fiscal figures and should report on the credit worthiness and degree of bankruptcy risk (bankruptcy prediction).

Minimum level(s) of standards possibly required: Complete requirements can be found in the qualification documentation.

III.2.3. Technical and professional ability

List and brief description of conditions:

K 04 The tenderer shall have sufficient capacity for the delivery of the services described in section 1.1.

K 05 The tenderer shall have experience from equivalent deliveries on the platforms NRK uses.

Minimum level(s) of standards possibly required:

Complete requirements can be found in the qualification documentation.

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

IV.1. Type of procedure

IV.1.1. Type of procedure

Negotiated

Some candidates have already been selected (if appropriate under certain types of negotiated procedures) no

IV.1.2. Information about the limits on the number of candidates to be invited

Envisaged minimum number 3: and Maximum number 5

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated yes

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**

2016/1106

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Time limit for receipt of requests for documents or for accessing documents: 25.1.2017 - 12:00

Payable documents: no

IV.3.4. Time limit for receipt of tenders or requests to participate

25.1.2017 - 12:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

6.3.2017

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**IV.3.8. Conditions for opening of tenders****Section VI: Complementary information**

VI.1. Information about recurrence**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**

19.12.2016