

483349-2026 - Competition

Norway – Telecommunications services – Telephony services for FKN

OJ S 132/2026 13/07/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Troms Fylkeskommune

Email: postmottak@tromsfylke.no

Legal type of the buyer: Body governed by public law, controlled by a regional authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Telephony services for FKN

Description: Background and purpose The contracting authority for this procurement is County North (FKN), consisting of the county municipalities Møre og Romsdal, Trøndelag, Nordland, Troms and Finnmark. The procurement also includes municipalities and external entities belonging to the participating counties, cf. SSA-R annex 1 Annex 3 - Business Overview.

Cooperating municipalities and other affiliated entities are included under each county that is the contract party. Separate contracts can also be established for participating public entities.

Legal responsibility and contractual follow-up in the individual organisation rests on each county or entity as the contract party. The procurement is for the establishment of a framework agreement for the purchase of telephony services to contracting authorities covered by the contract. The framework agreement will include the delivery of telephony services to counties, municipalities and other public institutions, total 98 entities. The delivery includes IP telephony and mobile telephony with associated functionalities, as well as administrative and commercial systems. The services concern subscriptions and traffic for landline and mobile telephony, as well as the accompanying services for the telephony area. As a starting point, this includes all parts of the entities' activities. The contracting authorities' main areas for service production are public administration, primary and secondary schools, vocational college, public transport, as well as health and care services. The services are to be carried out partly from fixed service locations, but also to a significant degree through mobile services, for example within public transport and municipal care services. A general objective of the agreement is to ensure the contracting authorities access to cost efficient communication systems for the service production throughout the entire contract period. The delivery shall be able to be developed in line with technological developments and at the same time support other technologies that will be used to cover concrete needs in the service production. Examples of such associated needs are welfare technology in the health sector as well as monitoring and remote follow-up connected to buildings, ferry quays, ticket machines, weather stations and other technical installations. It is therefore important that the requested services can be delivered in the geographical areas where the technology shall be used. The delivery must also contribute to establishing a foundation for further development after the contract expires, independent of the supplier. The framework agreement shall ensure the contracting authorities: Access to cost efficient, reliable and integrated telephony services in accordance with the contracting

authorities' total needs. Access to telephony services that function independently of the contracting authorities' technical infrastructure. Access to capacity in developed fixed and mobile communication networks. Access to new communication technology and new delivery systems in line with market development. See the requirement specifications for a complete description of the delivery.

Procedure identifier: 409b88dd-5c90-4804-b12e-c05424437293

Internal identifier: cmrdhjwtl000304ifjfa44od

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

The procedure is accelerated: no

Main features of the procedure: See the attached tender documentation.

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64200000 Telecommunications services

Additional classification (cpv): 64212300 Multimedia Message Service (MMS) services, 64227000 Integrated telecommunications services, 64211000 Public-telephone services, 64212000 Mobile-telephone services, 64215000 IP telephone services, 64000000 Postal and telecommunications services, 64211200 Long distance telephone services, 64213000 Shared-business telephone network services, 64210000 Telephone and data transmission services, 64211100 Local telephone services, 64220000 Telecommunication services except telephone and data transmission services, 64212100 Short Message Service (SMS) services

2.1.2. Place of performance

Postal address: Postboks 6600

Town: Tromsø

Postcode: 9296

Country subdivision (NUTS): Troms/Romsa/Tromssa (NO072)

Country: Norway

Additional information: Norway

2.1.3. Value

Estimated value excluding VAT: 750 000 000,00 NOK

2.1.4. General information

Legal basis:

Directive 2014/24/EU

Anskaffelsesforskriften -

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document, Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: Telephony services for FKN

Description: Background and purpose The contracting authority for this procurement is County North (FKN), consisting of the county municipalities Møre og Romsdal, Trøndelag, Nordland, Troms and Finnmark. The procurement also includes municipalities and external entities belonging to the participating counties, cf. SSA-R annex 1 Annex 3 - Business Overview. Cooperating municipalities and other affiliated entities are included under each county that is the contract party. Separate contracts can also be established for participating public entities.

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Internal identifier: cmrdhix11000604ifx9arkzqt

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64200000 Telecommunications services

Additional classification (cpv): 64212300 Multimedia Message Service (MMS) services, 64227000 Integrated telecommunications services, 64211000 Public-telephone services, 64212000 Mobile-telephone services, 64215000 IP telephone services, 64000000 Postal and telecommunications services, 64211200 Long distance telephone services, 64213000 Shared-business telephone network services, 64210000 Telephone and data transmission services, 64211100 Local telephone services, 64220000 Telecommunication services except telephone and data transmission services, 64212100 Short Message Service (SMS) services

5.1.2. Place of performance

Postal address: Postboks 6600

Town: Tromsø

Postcode: 9296

Country subdivision (NUTS): Troms/Romsa/Tromssa (NO072)

Country: Norway

Additional information: Norway

5.1.3. Estimated duration

Duration: 23 Months

5.1.5. Value

Estimated value excluding VAT: 750 000 000,00 NOK

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): yes

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

Information about the second stage of a two-stage procedure:

The buyer reserves the right to award the contract on the basis of the initial tenders without any further negotiations

5.1.10. Award criteria

Criterion:

Type: Quality

Name: Coverage and development measures

Description: Under this criteria, associated requirements will be assessed.

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

Award criterion number: 25

Criterion:

Type: Quality

Name: Administration system and cost control

Description: Under this criteria, associated requirements will be assessed.

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

Award criterion number: 15

Criterion:

Type: Quality

Name: Customer Service

Description: Under this criteria, associated requirements will be assessed.

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

Award criterion number: 5

Criterion:

Type: Quality

Name: Technical quality and implementation

Description: Under this criteria, associated requirements will be assessed.

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

Award criterion number: 20

Criterion:

Type: Price

Name: Price

Description: The price form will be assessed under this criteria.

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

Award criterion number: 35

Criterion:

Type: Quality

Name: Climate and environment

Description: It is considered for this part of the procurement that concerns telephony and associated services that the nature of the procurement carries an immaterial climate footprint and environmental impact. The services mainly consist of using the existing network infrastructure, administration of subscriptions and customer follow-up. Any climate footprint and environmental impacts from the above are estimated to be outside that which can be connected to procurement art. DFØ's climate and environmental risk assessments classify telephony services as a procurement with low climate intensity, and assess telephony services and mobile telephony to be a procurement that, in its nature, has climate footprint and environmental impact that is immaterial. The market dialogue demonstrated that there are no suitable climate and environmental elements that can be used as award criteria in a way that provides real competition. Based on this, it has been considered that telephony has an immaterial climate footprint and environmental impact, and the exclusionary provision in the Public Procurement Regulations § 7-9 fifth paragraph will apply for telephony, so that requirements or criteria related to climate and the environment are not deemed required. For an option for the procurement of mobile telephones, moderate climate and environmental risks have been identified, mainly related to extraction of raw materials and the production phase, which makes up most of the product's total climate footprint. Both DFØ, the European Commission's Joint Research Centre and relevant guidelines point out that the most efficient way the contracting authority can reduce climate and environmental impact is by setting requirements that promote long lifetime, repairability and reduced replacement. The market dialogue also showed limited maturity for the use of environmentally labelled products and lifetime data as the award criteria. There are, therefore, concrete requirements in the requirement specification for i.a. guarantees, repairs, robustness and handling in line with the waste hierarchy. These requirements are assessed to give better climate and environmental effect than the use of award criteria, and the alternative provision in the FOA § 7-9 fourth paragraph is, thus, a basis for this part of the procurement. For a more comprehensive description refer to Annex - Assessment and justification climate and environment consideration PPR §7-9

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

Award criterion number: 0

5.1.11. Procurement documents

Address of the procurement documents: <https://hyr.no/procurement/cmr dhjwz l000304ifj fna44od>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://hyr.no/procurement/cmr dhjwz l000304ifj fna44od>

Languages in which tenders or requests to participate may be submitted: Norwegian, English

Electronic catalogue: Not allowed

Deadline for receipt of requests to participate: 02/09/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Conditions relating to the performance of the contract: See Tender Documents

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: no

Financial arrangement: See tender documents

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 1

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: NORD-TROMS OG SENJA TINGRETT

Organisation providing additional information about the procurement procedure: Troms Fylkeskommune

Organisation providing more information on the review procedures: NORD-TROMS OG SENJA TINGRETT

Organisation receiving requests to participate: Hyrr AS

8. Organisations

8.1. ORG-0001

Official name: NORD-TROMS OG SENJA TINGRETT

Registration number: 926723022

Postal address: Fr Nansens plass 17

Town: TROMSØ

Postcode: 9008

Country subdivision (NUTS): Troms/Romsa/Tromssa (NO072)

Country: Norway

Contact point: NORD-TROMS OG SENJA TINGRETT

Roles of this organisation:

Review organisation

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: Hyrr AS

Registration number: 924998687

Postal address: Gaustadalléen 21

Town: Oslo

Postcode: 0349

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

Contact point: Hyrr Support

Email: admin@hyrr.no

Telephone: +47 90 63 65 38

Roles of this organisation:

Organisation receiving requests to participate

8.1. ORG-0003

Official name: Troms Fylkeskommune

Registration number: 930068128

Postal address: Postboks 6600

Town: Tromsø

Postcode: 9296

Country subdivision (NUTS): Troms/Romsa/Tromssa (NO072)

Country: Norway

Contact point: Troms Fylkeskommune

Email: postmottak@tromsfylke.no

Telephone: +47 77788000

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Notice information

Notice identifier/version: 42f6b4b4-560c-4071-8b29-c6bee8974e7f - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

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Languages in which this notice is officially available: English

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