

Norway-Oslo: IP telephone services
OJ S 190/2021 30/09/2021
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Finanstilsynet

National registration number: 840747972

Postal address: Revierstredet 3

Town: OSLO

NUTS code: NO Norge

Postal code: 0151

Country: Norway

Contact person: Tone Bakkerud

E-mail: tone.bakkerud@finansstilsynet.no

Telephone: +47 22939800

Internet address(es):

Main address: <https://permalink.mercell.com/153470292.aspx>

Address of the buyer profile: www.finanstilsynet.no

I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

The purchase of telephony services

Reference number: 21/3775

II.1.2. Main CPV code

64215000 IP telephone services

II.1.3. Type of contract

Services

II.1.4. Short description

Finanstilsynet [the Financial Supervisory Authority] wants to enter into a contract with one supplier for the purchase of telephony services, including fixed and mobile telephony, as well as consultancy services in connection with the services.

II.1.6.

Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 7 200 000,00 NOK

II.2. Description

II.2.2. Additional CPV code(s)

32543000 Telephone switchboards, 64210000 Telephone and data transmission services, 64212000 Mobile-telephone services

II.2.3. Place of performance

NUTS code: NO081 Oslo

II.2.4. Description of the procurement

The Financial Supervisory Authority currently has a telephony system with mobile subscriptions and dial tone in Microsoft Teams for a fixed number series (22939600-999) from Phonero. All employees are connected to a number in the fixed number series and use Voice in Teams to make/receive calls. There are approx. 330 users with fixed numbers connected to their Teams. There is no dedicated SIP trunk/telephone line to the Financial Supervisory Authority, as telephony is delivered directly to Microsoft Azure/Teams. The Financial Supervisory Authority currently has approx. 250 mobile subscriptions, connected to Phoneros company network. The employee profile contains fixed and mobile numbers, and the employee can control how calls are answered. There is also an answering service in the system.

The telephony system is cloud-based and there is no fixed installation in our premises. In the cloud-based system there is access to a switchboard application and administration interface. There is also a queue system for switchboards and other services where multiple users can answer the same number.

Different mobile subscriptions are offered in the current contract, including call minutes, SMS, and various data packages, depending on the employee's need. The employee can them self monitor their own use through a mobile app.

II.2.5. Award criteria

Quality criterion - Name: Quality / Weighting: 50

Price - Weighting: 50

II.2.11. Information about options

Options: yes

Description of options:

See the tender documentation

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 IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Competitive procedure with negotiation

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

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

The procurement is covered by the Government Procurement Agreement: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2021/S 072-184837](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Title:

Award of telephony contract

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

15/09/2021

V.2.2. Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 2

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Unifon AS

Postal address: Vestre Strandgate 27

Town: Kristiansand

NUTS code: NO092 Agder

Postal code: 4611

Country: Norway

E-mail: tale.juell@unifon.no

Telephone: +47 05015

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 7 200 000,00 NOK

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Oslo Tingrett

Town: Oslo

Country: Norway

VI.5. Date of dispatch of this notice

25/09/2021