

**Norway-Langhus: Call centre**  
**OJ S 246/2018 21/12/2018**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**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](mailto:tore.angelsen@frukt.no)

Telephone: +47 47751787

**Internet address(es):**

Main address: [www.frukt.no](http://www.frukt.no)

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

**I.4. Type of the contracting authority**

Other type: Information Office

**I.5. Main activity**

Other activity: Information services

**Section II: Object**

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**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.1.6. Information about lots**

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 4 400 000,00 NOK

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

79512000 Call centre

#### **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**

Quality criterion - Name: Quality of the service / Weighting: 0.6

Price - Weighting: 0.4

#### **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 IV: Procedure**

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#### **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

##### **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.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2018/S 178-404418](#)

### **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**

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**Contract No:** 1

**Title:**

An agreement on Cooperation with Granada Regarding Call Centre Services

A contract/lot is awarded: yes

### **V.2. Award of contract**

#### **V.2.1. Date of conclusion of the contract**

06/12/2018

#### **V.2.2. Information about tenders**

Number of tenders received: 9

Number of tenders received from tenderers from other EU Member States: 9

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

#### **V.2.3. Name and address of the contractor**

Official name: Granada AS

National registration number: 936583113

Postal address: Sørliveien 118

Town: Halden

NUTS code: NO Norge

Postal code: 1788

Country: Norway

E-mail: [kathrine@granada.no](mailto:kathrine@granada.no)

Telephone: +47 69213100

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 5 000 000,00 NOK

Total value of the contract/lot: 4 400 000,00 NOK

#### **V.2.5. Information about subcontracting**

## **Section VI: Complementary information**

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### **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](mailto: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**

19/12/2018