

**Norway-Oslo: Telephone switchboard services**

OJ S 183/2023 22/09/2023

**Contract notice****Services****Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Departementenes sikkerhets- og serviceorganisasjon

National registration number: 974 761 424

Postal address: Postboks 8129 Dep

Town: Oslo

NUTS code: NO Norge

Postal code: 0032

Country: Norway

Contact person: Lars Haatveit Jenssen

E-mail: [Lars.Haatveit-Jenssen@dss.dep.no](mailto:Lars.Haatveit-Jenssen@dss.dep.no)

Telephone: +47 22249090

**Internet address(es):**Main address: <http://www.dss.dep.no>Address of the buyer profile: <https://eu.eu-supply.com/ctm/Company/CompanyInformation/Index/275688>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: [http://eu.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=379594&B=DSS](http://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=379594&B=DSS)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: [http://eu.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=379594&B=DSS](http://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=379594&B=DSS)

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

**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**

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**II.1. Scope of the procurement****II.1.1. Title**

Switchboard and contact centre solution

Reference number: 23/208

**II.1.2. Main CPV code**

64214200 Telephone switchboard services

### **II.1.3. Type of contract**

Services

### **II.1.4. Short description**

The procurement will ensure a future-oriented switchboard and contact centre solution. The system will contribute to SSiE reaching its strategic goal of being a government service centre open for 24 hours a day by 2025.

The estimated value of the contract, including the options, is from NOK 12 million to NOK 18 million excluding VAT. The estimate is built on historical figures and the expected development with new functionality and a government service centre open 24 hours a day.

The contract duration will be 3 years, with an option for the contracting authority to extend the contract for a further 1+1+1 years, total maximum 6 years.

### **II.1.5. Estimated total value**

Value excluding VAT: 18 000 000,00 NOK

### **II.1.6. Information about lots**

This contract is divided into lots: no

## **II.2. Description**

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

48510000 Communication software package, 64200000 Telecommunications services, 72410000 Provider services, 79512000 Call centre

### **II.2.3. Place of performance**

NUTS code: NO Norge

Main site or place of performance: Oslo and Engerdal

### **II.2.4. Description of the procurement**

The procurement will ensure a future-oriented switchboard and contact centre solution. The system will contribute to SSiE reaching its strategic goal of being a government service centre open for 24 hours a day by 2025.

The estimated value of the contract, including the options, is from NOK 12 million to NOK 18 million excluding VAT. The estimate is built on historical figures and the expected development with new functionality and a government service centre open 24 hours a day.

The contract duration will be 3 years, with an option for the contracting authority to extend the contract for a further 1+1+1 years, total maximum 6 years.

### **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: 18 000 000,00 NOK

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

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

The contract duration will be 3 years, with an option for the contracting authority to extend the contract for 1+1+1 year, for a total maximum of 6 years.

### **II.2.9.**

### **Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 3 Maximum number: 5 Objective criteria for choosing the limited number of candidates:

Selection criterium:

Tenderer's experience from equivalent deliveries.

In the assessment, the contracting authority will emphasise the number of relevant assignments over the last three years and the relevance of the assignments in relation to their nature and value as in this procurement

Documentation:

The tenderer's response to the qualification requirement in point 5.4 (tender documentation) on reference assignments.

Selection criterium:

The tenderer's suitability to carry out the assignment

In the assessment, the contracting authority will emphasise the company's activities in the delivery of services under this agreement, as well as the tenderer's capacity and reliability.

Documentation:

The tenderer's response to the qualification requirement in section 5.4 (Tender Documentation), regarding suitability to carry out the assignment

### **II.2.10. Information about variants**

Variants will be accepted: no

### **II.2.11. Information about options**

Options: yes

Description of options:

The contract includes options related to solutions/possibilities for:

- Voice-controlled switchboard
- Text-to-speech function
- Web form (orders)
- E-collaboration (co-browsing) help with online fulfilment (secure connection).
- Chat (manual chat with predefined responses)
- Chatbot
- AI (Artificial intelligence)

See Annex 1 and the Price Form.

### **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**

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### **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:

Requirements: The tenderer must be a legally established company.

Documentation:

Norwegian companies: Company registration certificate or a printout from the Unit Register for sole proprietorships not required to register.

Foreign tenderers: Verification that the tenderer is registered in a trade or business register as prescribed by the law of the country where the tenderer is established. The verification can be submitted in writing or by referring to BRIS.

### **III.1.2. Economic and financial standing**

List and brief description of selection criteria:

Requirement: Paid taxes and duties.

Documentation:

A certificate, not older than 6 months, which verifies that the tenderer has fulfilled the obligations of payment of taxes, social security contributions and VAT. The certificate can be ordered and obtained from Altinn by using a separate link on skatteetaten.no. Foreign tenderers must provide certificates from equivalent authorities to the Norwegian authorities.

Requirement: The tenderer must be able to show adequate economic and financial capacity for the delivery.

Documentation:

A credit rating with key figures from a recognised credit assessment company, or other form of documentation to verify that the requirement has been met.

### **III.1.3. Technical and professional ability**

List and brief description of selection criteria:

Requirement: Tenderers must have sufficient experience to carry out the delivery, including experience with the delivery of the requested products.

Documentation:

A description of the tenderer's most relevant assignments in the last three years, together with information on the contracts' value, date of delivery or execution and the name of the recipient. Tenderers must state at least three relevant assignments. If a tenderer has more than three relevant assignments, the tenderer is requested to list them.

Relevant assignments means assignments/deliveries of an equivalent nature and size as that requested in this contest. Tenderers are responsible for ensuring that the description is of such a nature that it verifies that the requirement has been met.

Requirement: Tenderers must be suitable to carry out the assignment. Tenderers must be a serious and stable actor with the delivery of switchboards and contact centre system services as part of their business, and tenderers must have sufficient capacity to carry out the assignment.

Documentation:

Documentation of the company's history as regards the delivery of switchboards and contact centre system services, conditions, and the company's business.

\* An account of the company's history and the company's business and competence within switchboards and contact centre systems.

\* Number of employees for activities related to telecommunication services as well as an account of the employees' competence and competence development.

Requirement: Tenderers must have a good and well-functioning quality assurance system.

Documentation: A description of the tenderer's quality assurance methods. If a tenderer is certified in accordance with ISO 9001 or equivalent standards, it is sufficient to present a copy of the valid certificate.

## **Section IV: Procedure**

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## **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.1.4. 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

### **IV.1.5. Information about negotiation**

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

Date: 23/10/2023 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: 23/02/2024

## **Section VI: Complementary information**

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### **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: Oslo Tingrett

Postal address: Postboks 2106 Vika

Town: Oslo

Postal code: 0125

Country: Norway

E-mail: [oslo.tingrett@domstol.no](mailto:oslo.tingrett@domstol.no)

Telephone: +47 22035200

Internet address: <http://www.domstol.no/otir>

### **VI.5. Date of dispatch of this notice**

19/09/2023