

Norway-Langhus: Call centre
OJ S 214/2022 07/11/2022
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

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
Telephone: +47 47751787
Internet address(es):
Main address: <https://permalink.mercell.com/189392955.aspx>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://permalink.mercell.com/189392955.aspx>
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted electronically via: <https://permalink.mercell.com/189392955.aspx>

I.4. Type of the contracting authority

Other type: Information Office

I.5. Main activity

Other activity: Information services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Part 1 - contract for call centre services for the subscription scheme School Fruit.
Reference number: 012022

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 subscription scheme on behalf of the Norwegian Directorate of Health. The scheme has many enquiries from parents/guardians, particularly at the start of each term. In addition schools and suppliers can have questions about the administration system www.skolefruktsys.no. OFG has organised a smaller unit that is responsible for the operation. This unit will be relieved by a call centre. OFG would now like to procure a continuing service contract for such call centre services

Click <https://permalink.mercell.com/189392955.aspx>.

II.1.5. Estimated total value

Value excluding VAT: 1,00 NOK

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: NO08 Oslo og Viken

Main site or place of performance: Ski Municipality

II.2.4. Description of the procurement

The need for call centre services is particularly great at the start of term. Enquiries can be by telephone, e-mail, and by the conversation function on the Internet (chat). Calls can also be required to, for example, schools, in order give information on new items or give reminders. See further information in the tender documentation.

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: 1,00 NOK

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

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

The contract duration is, as a starting point, two years. The contract will then be renewed automatically for 1 (one) year at a time, unless three months notice is given by the contracting authority, or 12 months notice by the tenderer, before the renewal date.

II.2.10. Information about variants

Variants will be accepted: no

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 III: Legal, economic, financial and technical information

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:

Tenderers must be registered in a company register, professional register or a trade register in the country where the tenderer is established.

Documentation requirement:

Norwegian companies: Company registration certificate

Foreign tenderers: Verification that the tenderer is registered in a company register, professional register or a trade register in the country where the tenderer is established.

III.1.2. Economic and financial standing

List and brief description of selection criteria:

Tenderers must have sufficient economic and financial capacity to fulfil the contract.

Documentation requirement: The Annual Financial Statement including notes with the auditor's reports from the last three accounting years.

If a tenderer has valid reasons for not being able to provide the documentation requested by the contracting authority, the tenderer can document his economic and financial capacity by presenting other documents considered suitable by the contracting authority.

The tenderer's tax and VAT payments must be in order.

Documentation requirement: Norwegian tenderers must present a tax and VAT certificate. The tax certificate must not be older than six months old at the deadline for submitting a request for participation in the competition or tender. Any arrears must be explained and justified.

III.1.3. Technical and professional ability

List and brief description of selection criteria:

Experience is required from similar deliveries.

Similar deliveries means deliveries of similar services and scope.

Documentation requirement: A description of minimum one and up to three executed deliveries in the last three years where the tenderer had the main responsibility for the execution. The contracting authority does not want the description per assignment to exceed 1 page of A4 format.

The description must include information on:

1. The type of delivery and its execution, including what work assignments were carried out by the tenderer.
2. The delivery's approximate value, duration, and contracting authority (with contact information for references with a name, position, telephone number and email address).
3. Team composition, organisation and management.

The references (contracting authority) can be contacted for information on how the delivery was carried out, including whether the delivery met the contracting authority's needs.

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Restricted procedure

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

Date: 05/12/2022 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

Duration in months: 3 (from the date stated for receipt of tender)

Section VI: Complementary information

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: Follo og Nordre Østfold tingrett

Postal address: Postboks 64

Town: Ski

Postal code: 1401

Country: Norway

E-mail: follo.og.nordre.ostfold.tingrett@domstol.no

Internet address: <https://www.domstol.no/no/domstoler/tingrett/follo-og-nordre-ostfold-tingrett/>

VI.5. Date of dispatch of this notice

02/11/2022