

**Norway-Oslo: Telephone and data transmission services**

**OJ S 251/2020 24/12/2020**

**Contract notice**

**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Statens pensjonskasse

National registration number: 982583462

Postal address: Postboks 10 Skøyen

Town: Oslo

NUTS code: NO Norge

Postal code: 0212

Country: Norway

Contact person: Trond Lyngaas

E-mail: [trond.lyngaas@spk.no](mailto:trond.lyngaas@spk.no)

Telephone: +47 22241725

Fax: +47 22241501

**Internet address(es):**

Main address: <https://permalink.mercell.com/145963831.aspx>

Address of the buyer profile: <http://www.spk.no/>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://permalink.mercell.com/145963831.aspx>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://permalink.mercell.com/145963831.aspx>

**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**

Social protection

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**Section II: Object**

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

**II.1.1. Title**

Call Centre Solution

Reference number: 20/035433

**II.1.2. Main CPV code**

64210000 Telephone and data transmission services

**II.1.3.**

## **Type of contract**

Services

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

Statens pensjonskasse (SPK) (the Norwegian Public Service Pension Fund) currently uses multiple systems to handle incoming enquiries from customers and members. It is preferable to procure a modern and future-oriented call centre solution, where all channels can be handled in one system.

Click here <https://permalink.mercell.com/145963831.aspx>

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

Value excluding VAT: 10 000 000,00 NOK

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

This contract is divided into lots: no

## **II.2. Description**

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

48100000 Industry specific software package, 48200000 Networking, Internet and intranet software package, 64200000 Telecommunications services, 64213000 Shared-business telephone network services

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

NUTS code: NO011 Oslo

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

This procurement will cover SPK's need for a call centre solution for contact with our customers and members via telephony, email, chat and social media. The procurement includes purchase/access to system/solution, and related additional products and services. The call centre solution must be cloud-based.

It is important to SPK that the solution is flexible, innovative and in continual development. SPK wants a solution that not only satisfied the current need, but also future need. The solution must be perceived as user friendly, easy to follow and as a modern and good tool for the users. In addition, the manager's need for control and real-time information is safeguarded through simple and clear administration and management tool.

### **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: 10 000 000,00 NOK

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

Duration in months: 96

This contract is subject to renewal: yes

Description of renewals:

A contract will be signed with one tenderer for the assignment. The contract duration will be 3 years. The contract then automatically renew for 1 (one) year at a time, maximum 8 years altogether.

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

Variants will be accepted: no

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

Options: yes

Description of options:

Options for different modules, cfr. Annex 6 in SSA-L.

### **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:

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

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

List and brief description of selection criteria:

The tenderer must have economic and financial solvency that gives the contracting authority the security that the tenderer will have financial capacity to fulfil their contract obligations throughout the entire period of the agreement.

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

List and brief description of selection criteria:

The tenderer must have sufficient implementation ability and experience.

## **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.1.5. 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: 20/01/2021 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: 6 (from the date stated for receipt of tender)

## **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

Town: Oslo

Country: Norway

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

22/12/2020