

819475-2025 - Result

Norway – IT services: consulting, software development, Internet and support – Contract award notice for competition Procurement of an ICT system for a contact centre.

OJ S 238/2025 10/12/2025

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Bergen kommune - Seksjon for digital transformasjon konsern (SDi)

Email: johanna.alme@bergen.kommune.no

Legal type of the buyer: Body governed by public law, controlled by a local authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Contract award notice for competition Procurement of an ICT system for a contact centre.

Description: Bergen municipality has procured a new digital system for contact centres for use in Bergen municipality. The procurement is signed as an agreement for ongoing service procurements over the internet, "as-a-service" delivery and it includes establishment, training, configuration, integrations, loading/converting data, operation and maintenance, as well as 2/3 line user support for channel speech. The agreement also includes an option on other channels, functionality and the possibility for development after the delivery day. The contract will be valid for 5 years from the start-up date. The agreement will then be renewed automatically for 1 year at a time, unless terminated. The maximum contract period is ten years.

Procedure identifier: f497eee2-9988-4ddd-8f66-46fd49779235

Previous notice: 63ffe819-8b93-49b4-98fa-0136ecc33d52-01

Internal identifier: 2025/63708

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: no

Main features of the procedure: See the field "Beskrivelse".

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 32524000 Telecommunications system, 32542000 Switchboard panels, 48000000 Software package and information systems, 48100000 Industry specific software package, 48510000 Communication software package, 64214200 Telephone switchboard services, 64216000 Electronic message and information services, 72212510 Communication software development services, 72300000 Data services, 72400000 Internet services, 79000000 Business services: law, marketing, consulting, recruitment, printing and security, 79500000 Office-support services, 79510000 Telephone-answering services, 79512000 Call centre

2.1.2. Place of performance

Country subdivision (NUTS): Vestland (NO0A2)

Country: Norway

2.1.4. General information

Call for competition is terminated

Legal basis:

Directive 2014/24/EU

Anskaffelsesforskriften - The Public Procurement Regulations § 13-1 and 13-2

5. Lot

5.1. Lot: LOT-0000

Title: Contract award notice for competition Procurement of an ICT system for a contact centre.
Description: Bergen municipality has procured a new digital system for contact centres for use in Bergen municipality. The procurement is signed as an agreement for ongoing service procurements over the internet, "as-a-service" delivery and it includes establishment, training, configuration, integrations, loading/converting data, operation and maintenance, as well as 2/3 line user support for channel speech. The agreement also includes an option on other channels, functionality and the possibility for development after the delivery day. The contract will be valid for 5 years from the start-up date. The agreement will then be renewed automatically for 1 year at a time, unless terminated. The maximum contract period is ten years.

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5.1.2. Place of performance

Country subdivision (NUTS): Vestland (NO0A2)

Country: Norway

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

5.1.10. Award criteria

Criterion:

Type: Price

Name: Pri

Description: Price

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 40

Criterion:

Type: Quality

Name: Quality

Description: Quality of the offered system, Quality in the management of the service and quality in the establishment of the service.

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 60

5.1.15. Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Mediation organisation: Hordaland tingrett

Review organisation: Hordaland tingrett

Information about review deadlines: Waiting period in accordance with the regulations.

Organisation providing information concerning the general regulatory framework for taxes applicable in the place where the contract is to be performed: Hordaland tingrett

Organisation providing information concerning the general regulatory framework for environmental protection applicable in the place where the contract is to be performed: Hordaland tingrett

Organisation providing information concerning the general regulatory framework for employment protection and working conditions applicable in the place where the contract is to be performed: Hordaland tingrett

Organisation providing additional information about the procurement procedure: Bergen kommune - Seksjon for digital transformasjon konsern (SDi)

Organisation providing offline access to the procurement documents: Bergen kommune - Seksjon for digital transformasjon konsern (SDi)

Organisation providing more information on the review procedures: Bergen kommune - Seksjon for digital transformasjon konsern (SDi)

Organisation whose budget is used to pay for the contract: Bergen kommune - Seksjon for digital transformasjon konsern (SDi)

Organisation executing the payment: Bergen kommune - Seksjon for digital transformasjon konsern (SDi)

6. Results

Value of all contracts awarded in this notice: 25 000 000,00 NOK

6.1. Result lot identifier: LOT-0000

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: Telia Norge AS (Hovedenhet)

Tender:

Tender identifier: Tilbud fra Telia

Identifier of lot or group of lots: LOT-0000

Value of the tender: 25 000 000,00 NOK

The tender was ranked: no

The tender is a variant: no

Subcontracting: Yes

Subcontracting value is known: no

Subcontracting percentage is known: no

Contract information:

Identifier of the contract: Levering av IKT-løsning for kontaktsenter

Date of the conclusion of the contract: 01/12/2025

6.1.4. Statistical information

Summary of the review requests the buyer received:

Number of complainants: 0

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 2

8. Organisations

8.1. ORG-0001

Official name: Bergen kommune - Seksjon for digital transformasjon konsern (SDi)

Registration number: 964338531

Department: Seksjon for digital transformasjon konsern (SDi)

Postal address: Postboks 7700

Town: BERGEN

Postcode: 5020

Country subdivision (NUTS): Vestland (NO0A2)

Country: Norway

Contact point: Johanna Alme

Email: johanna.alme@bergen.kommune.no

Telephone: +47 48400203

Fax: +47 48400203

Internet address: <https://www.hrpas.no>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing offline access to the procurement documents

Organisation providing more information on the review procedures

Organisation whose budget is used to pay for the contract

Organisation executing the payment

8.1. ORG-0002

Official name: Hordaland tingrett

Registration number: 926723367

Town: Bergen

Postcode: 5020

Country subdivision (NUTS): Vestland (NO0A2)

Country: Norway

Email: hordaland.tingrett@domstol.no

Telephone: 55 69 97 00

Roles of this organisation:

Review organisation

Mediation organisation

Organisation providing information concerning the general regulatory framework for taxes applicable in the place where the contract is to be performed

Organisation providing information concerning the general regulatory framework for environmental protection applicable in the place where the contract is to be performed

Organisation providing information concerning the general regulatory framework for employment protection and working conditions applicable in the place where the contract is to be performed

8.1. ORG-0003

Official name: Telia Norge AS (Hovedenhet)

Size of the economic operator: Large

Registration number: 981929055

Postal address: Lørenfare 1

Town: OSLO

Postcode: 0580

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

Contact point: Telia Norge AS (Hovedenhet)

Telephone: 23888000

Fax: 23888050

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0000

The winner is listed on a regulated market

Notice information

Notice identifier/version: 92307507-4e05-4f7d-afb3-274289f6d68f - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 29

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