

483349-2026 - Hange

Norra – Telekommunikatsiooniteenused – Telephony services for FKN

OJ S 132/2026 13/07/2026

Hanketeade või kontsessiooniteade – üldkord

Teenused

1. Hankija

1.1. Hankija

Ametlik nimi: Troms Fylkeskommune

E-posti aadress: postmottak@tromsfylke.no

Hankija õiguslik vorm: Piirkondliku omavalitsuse kontrollitav avalik-õiguslik isik

Hankija tegevus: Üldised avalikud teenused

2. Menetlus

2.1. Menetlus

Pealkiri: Telephony services for FKN

Kirjeldus: Background and purpose The contracting authority for this procurement is County North (FKN), consisting of the county municipalities Møre og Romsdal, Trøndelag, Nordland, Troms and Finnmark. The procurement also includes municipalities and external entities belonging to the participating counties, cf. SSA-R annex 1 Annex 3 - Business Overview. Cooperating municipalities and other affiliated entities are included under each county that is the contract party. Separate contracts can also be established for participating public entities. Legal responsibility and contractual follow-up in the individual organisation rests on each county or entity as the contract party. The procurement is for the establishment of a framework agreement for the purchase of telephony services to contracting authorities covered by the contract. The framework agreement will include the delivery of telephony services to counties, municipalities and other public institutions, total 98 entities. The delivery includes IP telephony and mobile telephony with associated functionalities, as well as administrative and commercial systems. The services concern subscriptions and traffic for landline and mobile telephony, as well as the accompanying services for the telephony area. As a starting point, this includes all parts of the entities' activities. The contracting authorities' main areas for service production are public administration, primary and secondary schools, vocational college, public transport, as well as health and care services. The services are to be carried out partly from fixed service locations, but also to a significant degree through mobile services, for example within public transport and municipal care services. A general objective of the agreement is to ensure the contracting authorities access to cost efficient communication systems for the service production throughout the entire contract period. The delivery shall be able to be developed in line with technological developments and at the same time support other technologies that will be used to cover concrete needs in the service production. Examples of such associated needs are welfare technology in the health sector as well as monitoring and remote follow-up connected to buildings, ferry quays, ticket machines, weather stations and other technical installations. It is therefore important that the requested services can be delivered in the geographical areas where the technology shall be used. The delivery must also contribute to establishing a foundation for further development after the contract expires, independent of the supplier. The framework agreement shall ensure the contracting authorities: Access to cost efficient, reliable and integrated telephony services in accordance with the contracting

authorities' total needs. Access to telephony services that function independently of the contracting authorities' technical infrastructure. Access to capacity in developed fixed and mobile communication networks. Access to new communication technology and new delivery systems in line with market development. See the requirement specifications for a complete description of the delivery.

Menetluse tunnus: 409b88dd-5c90-4804-b12e-c05424437293

Sisemine tunnus: cmrdhjwzl000304ifjfa44od

Menetluse liik: Väljakuulutamisega läbirääkimistega hankemenetlus / konkurentsipõhine läbirääkimistega hankemenetlus

Kiirendatud menetlus: ei

Menetluskorra kirjeldus: See the attached tender documentation.

2.1.1. Eesmärk

Lepingu olemus: Teenused

Peamine liigitus (cpv): 64200000 Telekommunikatsiooniteenused

Täiendav liigitus (cpv): 64212300 Multimeediasõnumite (MMS) teenused, 64227000

Integreeritud telekommunikatsiooniteenused, 64211000 Üldkasutatava telefoni teenused,

64212000 Mobiiltelefoniteenused, 64215000 IP-telefoniteenused, 64000000 Posti- ja

telekommunikatsiooniteenused, 64211200 Kaugekõneteenused, 64213000 Ettevõtte

ühistelevõrguteenused, 64210000 Telefoni- ja andmeedastusteenused, 64211100

Kohalikud telefoniteenused, 64220000 Telekommunikatsiooniteenused, v.a telefoni- ja

andmeedastuse teenused, 64212100 Tekstisõnumi- (SMS-) teenused

2.1.2. Lepingu täitmise koht

Postiaadress: Postboks 6600

Linn: Tromsø

Sihtnumber: 9296

Riik – jaotus (NUTS): Troms/Romsa/Tromssa (NO072)

Riik: Norra

Lisateave: Norway

2.1.3. Maksumus

Eeldatav maksumus käibemaksuta: 750 000 000,00 NOK

2.1.4. Üldine teave

Õiguslik alus:

Direktiiv 2014/24/EL

Anskaffelsesforskriften -

2.1.6. Kõrvaldamise alused

Väljajätmise aluste allikad: Hankedokument, Hankedokument

5. Osa

5.1. Osa: LOT-0001

Pealkiri: Telephony services for FKN

Kirjeldus: Background and purpose The contracting authority for this procurement is County North (FKN), consisting of the county municipalities Møre og Romsdal, Trøndelag, Nordland, Troms and Finnmark. The procurement also includes municipalities and external entities belonging to the participating counties, cf. SSA-R annex 1 Annex 3 - Business Overview.

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Legal responsibility and contractual follow-up in the individual organisation rests on each county or entity as the contract party. The procurement is for the establishment of a framework agreement for the purchase of telephony services to contracting authorities covered by the contract. The framework agreement will include the delivery of telephony services to counties, municipalities and other public institutions, total 98 entities. The delivery includes IP telephony and mobile telephony with associated functionalities, as well as administrative and commercial systems. The services concern subscriptions and traffic for landline and mobile telephony, as well as the accompanying services for the telephony area. As a starting point, this includes all parts of the entities' activities. The contracting authorities' main areas for service production are public administration, primary and secondary schools, vocational college, public transport, as well as health and care services. The services are to be carried out partly from fixed service locations, but also to a significant degree through mobile services, for example within public transport and municipal care services. A general objective of the agreement is to ensure the contracting authorities access to cost efficient communication systems for the service production throughout the entire contract period. The delivery shall be able to be developed in line with technological developments and at the same time support other technologies that will be used to cover concrete needs in the service production. Examples of such associated needs are welfare technology in the health sector as well as monitoring and remote follow-up connected to buildings, ferry quays, ticket machines, weather stations and other technical installations. It is therefore important that the requested services can be delivered in the geographical areas where the technology shall be used. The delivery must also contribute to establishing a foundation for further development after the contract expires, independent of the supplier. The framework agreement shall ensure the contracting authorities: Access to cost efficient, reliable and integrated telephony services in accordance with the contracting authorities' total needs. Access to telephony services that function independently of the contracting authorities' technical infrastructure. Access to capacity in developed fixed and mobile communication networks. Access to new communication technology and new delivery systems in line with market development. See the requirement specifications for a complete description of the delivery.

Sisemine tunnus: cmrdhvx11000604ifx9arkzqt

5.1.1. Eesmärk

Lepingu olemus: Teenused

Peamine liigitus (cpv): 64200000 Telekommunikatsiooniteenused

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telekommunikatsiooniteenused, 64211200 Kaugekõneteenused, 64213000 Ettevõtte

ühistelefonivõrguteenused, 64210000 Telefoni- ja andmeedastusteenused, 64211100

Kohalikud telefoniteenused, 64220000 Telekommunikatsiooniteenused, v.a telefoni- ja

andmeedastuse teenused, 64212100 Tekstisõnumi- (SMS-) teenused

5.1.2. Lepingu täitmise koht

Postiaadress: Postboks 6600

Linn: Tromsø

Sihtnumber: 9296

Riik – jaotus (NUTS): Troms/Romsa/Tromssa (NO072)

Riik: Norra

Lisateave: Norway

5.1.3. Eeldatav kestus

5.1.5. Maksumus

Eeldatav maksumus käibemaksuta: 750 000 000,00 NOK

5.1.6. Üldine teave

Reserveeritud osalemine:

Osalemine ei ole reserveeritud.

Hankeprojekt, mida ei rahastata ELi vahenditest

Hanke suhtes kohaldatakse riigihankelepingut (GPA): jah

5.1.9. Kvalifitseerimistingimused

Valikukriteeriumide allikad: Hankedokument

Teave kaheetapilise menetluse teise etapi kohta:

Hankija jätab endale õiguse sõlmida leping esialgsete pakkumuste alusel ilma edasiste läbirääkimisteta

5.1.10. Pakkumuste hindamise kriteeriumid

Kriteerium:

Liik: Kvaliteet

Nimi: Coverage and development measures

Kirjeldus: Under this criteria, associated requirements will be assessed.

Hindamise kaalukriteeriumi kategooria: Kaal (protsentides, täpne)

Hindamiskriteerium – arv: 25

Kriteerium:

Liik: Kvaliteet

Nimi: Administration system and cost control

Kirjeldus: Under this criteria, associated requirements will be assessed.

Hindamise kaalukriteeriumi kategooria: Kaal (protsentides, täpne)

Hindamiskriteerium – arv: 15

Kriteerium:

Liik: Kvaliteet

Nimi: Customer Service

Kirjeldus: Under this criteria, associated requirements will be assessed.

Hindamise kaalukriteeriumi kategooria: Kaal (protsentides, täpne)

Hindamiskriteerium – arv: 5

Kriteerium:

Liik: Kvaliteet

Nimi: Technical quality and implementation

Kirjeldus: Under this criteria, associated requirements will be assessed.

Hindamise kaalukriteeriumi kategooria: Kaal (protsentides, täpne)

Hindamiskriteerium – arv: 20

Kriteerium:

Liik: Hind

Nimi: Price

Kirjeldus: The price form will be assessed under this criteria.

Hindamise kaalukriteeriumi kategooria: Kaal (protsentides, täpne)

Hindamiskriteerium – arv: 35

Kriteerium:

Liik: Kvaliteet

Nimi: Climate and environment

Kirjeldus: It is considered for this part of the procurement that concerns telephony and associated services that the nature of the procurement carries an immaterial climate footprint and environmental impact. The services mainly consist of using the existing network infrastructure, administration of subscriptions and customer follow-up. Any climate footprint and environmental impacts from the above are estimated to be outside that which can be connected to procurement art. DFØ's climate and environmental risk assessments classify telephony services as a procurement with low climate intensity, and assess telephony services and mobile telephony to be a procurement that, in its nature, has climate footprint and environmental impact that is immaterial. The market dialogue demonstrated that there are no suitable climate and environmental elements that can be used as award criteria in a way that provides real competition. Based on this, it has been considered that telephony has an immaterial climate footprint and environmental impact, and the exclusionary provision in the Public Procurement Regulations § 7-9 fifth paragraph will apply for telephony, so that requirements or criteria related to climate and the environment are not deemed required. For an option for the procurement of mobile telephones, moderate climate and environmental risks have been identified, mainly related to extraction of raw materials and the production phase, which makes up most of the product's total climate footprint. Both DFØ, the European Commission's Joint Research Centre and relevant guidelines point out that the most efficient way the contracting authority can reduce climate and environmental impact is by setting requirements that promote long lifetime, repairability and reduced replacement. The market dialogue also showed limited maturity for the use of environmentally labelled products and lifetime data as the award criteria. There are, therefore, concrete requirements in the requirement specification for i.a. guarantees, repairs, robustness and handling in line with the waste hierarchy. These requirements are assessed to give better climate and environmental effect than the use of award criteria, and the alternative provision in the FOA § 7-9 fourth paragraph is, thus, a basis for this part of the procurement. For a more comprehensive description refer to Annex - Assessment and justification climate and environment consideration PPR §7-9

Hindamise kaalukriteeriumi kategooria: Kaal (protsentides, täpne)

Hindamiskriteerium – arv: 0

5.1.11. Hankedokumendid

Hankedokumentide aadress: <https://hyyr.no/procurement/cmrdhjwzl000304ifjfna44od>

5.1.12. Hanke tingimused

Esitamise tingimused:

Elektrooniline esitamine: Nõutav

Esitamise aadress: <https://hyyr.no/procurement/cmrdhjwzl000304ifjfna44od>

Keeled, milles võib pakkumusi või osalemistaotlusi esitada: norra keel, inglise keel

Elektrooniline kataloog: Ei ole lubatud

Osalemistaotluste esitamise tähtaeg: 02/09/2026 12:00:00 (UTC+02:00) Ida-Euroopa aeg, Kesk-Euroopa suveaeg

Lepingutingimused:

Lepingu täitmine peab toimuma kaitstud tööhõive programmide raames: Ei

Lepingu täitmisega seotud tingimused: See Tender Documents

E-arveldamine: Nõutav

Kasutatakse elektroonilisi tellimusi: ei

Kasutatakse elektroonilisi makseid: ei

Rahastamiskord: See tender documents

5.1.15. Vahendid

Raamleping:

Raamleping ilmaminikonkursita

Osalejate maksimaalne arv: 1

Teave dünaamilise hankesüsteemi kohta:

Ei kohaldata dünaamilist hankesüsteemi

5.1.16. Lisateave, lepitus ja vaidlustus

Vaidlustusorgan: NORD-TROMS OG SENJA TINGRETT

Organisatsioon, mis annab lisateavet hankemenetluse kohta: Troms Fylkeskommune

Organisatsioon, mis annab lisateavet vaidlustamise kohta: NORD-TROMS OG SENJA TINGRETT

Organisatsioon, millele laekuvad osalemistaotlused: Hyrr AS

8. Organisatsioonid

8.1. ORG-0001

Ametlik nimi: NORD-TROMS OG SENJA TINGRETT

Registreerimisnumber: 926723022

Postiaadress: Fr Nansens plass 17

Linn: TROMSØ

Sihtnumber: 9008

Riik – jaotus (NUTS): Troms/Romsa/Tromssa (NO072)

Riik: Norra

Kontaktpunkt: NORD-TROMS OG SENJA TINGRETT

Selle organisatsiooni rollid:

Vaidlustusorgan

Organisatsioon, mis annab lisateavet vaidlustamise kohta

8.1. ORG-0002

Ametlik nimi: Hyrr AS

Registreerimisnumber: 924998687

Postiaadress: Gaustadalléen 21

Linn: Oslo

Sihtnumber: 0349

Riik – jaotus (NUTS): Oslo (NO081)

Riik: Norra

Kontaktpunkt: Hyrr Support

E-posti aadress: admin@hyrr.no

Telefon: +47 90 63 65 38

Selle organisatsiooni rollid:

Organisatsioon, millele laekuvad osalemistaotlused

8.1. ORG-0003

Ametlik nimi: Troms Fylkeskommune

Registreerimisnumber: 930068128

Postiaadress: Postboks 6600

Linn: Tromsø

Sihtnumber: 9296

Riik – jaotus (NUTS): Troms/Romsa/Tromssa (NO072)

Riik: Norra

Kontaktpunkt: Troms Fylkeskommune

E-posti aadress: postmottak@tromsfylke.no

Telefon: +47 77788000

Selle organisatsiooni rollid:

Hankija

Organisatsioon, mis annab lisateavet hankemenetluse kohta

Teave teate kohta

Teate tunnus/version: 42f6b4b4-560c-4071-8b29-c6bee8974e7f - 01

Vormi liik: Hange

Teate liik: Hanketeade või kontsessiooniteade – üldkord

Teate alaliik: 16

Teate saatmise kuupäev: 10/07/2026 14:51:07 (UTC+02:00) Ida-Euroopa aeg, Kesk-Euroopa suveaeg

Keeled, milles käesolev teade on ametlikult kättesaadav: inglise keel

Teate avaldamise number: 483349-2026

ELT S väljaande number: 132/2026

Avaldamise kuupäev: 13/07/2026