

483349-2026 - Mise en concurrence

Norvège – Services de télécommunications – Telephony services for FKN

OJ S 132/2026 13/07/2026

Avis de marché ou de concession – régime ordinaire

Services

1. Acheteur

1.1. Acheteur

Nom officiel: Troms Fylkeskommune

Adresse électronique: postmottak@tromsfylke.no

Forme juridique de l'acheteur: Organisme de droit public, contrôlé par une autorité régionale

Activité du pouvoir adjudicateur: Services d'administration générale

2. Procédure

2.1. Procédure

Titre: Telephony services for FKN

Description: 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.

Identifiant de la procédure: 409b88dd-5c90-4804-b12e-c05424437293

Identifiant interne: cmrdhjwtl000304ifjfa44od

Type de procédure: Négociée avec publication préalable d'un appel à la concurrence / concurrentielle avec négociation

La procédure est accélérée: non

Principales caractéristiques de la procédure et informations sur l'endroit où obtenir les règles complètes applicables à la procédure: See the attached tender documentation.

2.1.1. **Objet**

Nature principale du marché: Services

Nomenclature principale (cpv): 64200000 Services de télécommunications

Nomenclature complémentaire (cpv): 64212300 Services de messagerie multimédia (MMS), 64227000 Services de télécommunications intégrés, 64211000 Services de cabines téléphoniques publiques, 64212000 Services de téléphonie mobile, 64215000 Services de téléphonie IP, 64000000 Services des postes et télécommunications, 64211200 Services de téléphonie interurbaine, 64213000 Services des réseaux téléphoniques commerciaux partagés, 64210000 Services de téléphonie et de transmission de données, 64211100 Services de téléphonie locale, 64220000 Services de télécommunications, excepté téléphone et transmission de données, 64212100 Services de messages courts (SMS)

2.1.2. **Lieu d'exécution**

Adresse postale: Postboks 6600

Ville: Tromsø

Code postal: 9296

Subdivision pays (NUTS): Troms/Romsa/Tromssa (NO072)

Pays: Norvège

Informations complémentaires: Norway

2.1.3. **Valeur**

Valeur estimée hors TVA: 750 000 000,00 NOK

2.1.4. **Informations générales**

Base juridique:

Directive 2014/24/UE

Anskaffelsesforskriften -

2.1.6. **Motifs d'exclusion**

Sources des motifs d'exclusion: Document de marché, Document de marché

5. Lot

5.1. **Lot: LOT-0001**

Titre: Telephony services for FKN

Description: 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.

Identifiant interne: cmrdhvx11000604ifx9arkzqt

5.1.1. Objet

Nature principale du marché: Services

Nomenclature principale (cpv): 64200000 Services de télécommunications

Nomenclature complémentaire (cpv): 64212300 Services de messagerie multimédia (MMS), 64227000 Services de télécommunications intégrés, 64211000 Services de cabines téléphoniques publiques, 64212000 Services de téléphonie mobile, 64215000 Services de téléphonie IP, 64000000 Services des postes et télécommunications, 64211200 Services de téléphonie interurbaine, 64213000 Services des réseaux téléphoniques commerciaux partagés, 64210000 Services de téléphonie et de transmission de données, 64211100 Services de téléphonie locale, 64220000 Services de télécommunications, excepté téléphone et transmission de données, 64212100 Services de messages courts (SMS)

5.1.2. Lieu d'exécution

Adresse postale: Postboks 6600

Ville: Tromsø

Code postal: 9296

Subdivision pays (NUTS): Troms/Romsa/Tromssa (NO072)

Pays: Norvège
Informations complémentaires: Norway

5.1.3. Durée estimée

Durée: 23 Mois

5.1.5. Valeur

Valeur estimée hors TVA: 750 000 000,00 NOK

5.1.6. Informations générales

Participation réservée:

La participation n'est pas réservée.

Projet de passation de marché non financé par des fonds de l'UE

Le marché relève de l'accord sur les marchés publics (AMP): oui

5.1.9. Critères de sélection

Sources des critères de sélection: Document de marché

Informations sur la seconde étape d'une procédure en deux étapes:

L'acheteur se réserve le droit d'attribuer le marché sur la base des offres initiales sans mener de négociations

5.1.10. Critères d'attribution

Critère:

Type: Qualité

Nom: Coverage and development measures

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

Catégorie du critère d'attribution poids: Pondération (pourcentage, valeur exacte)

Nombre critère d'attribution: 25

Critère:

Type: Qualité

Nom: Administration system and cost control

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

Catégorie du critère d'attribution poids: Pondération (pourcentage, valeur exacte)

Nombre critère d'attribution: 15

Critère:

Type: Qualité

Nom: Customer Service

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

Catégorie du critère d'attribution poids: Pondération (pourcentage, valeur exacte)

Nombre critère d'attribution: 5

Critère:

Type: Qualité

Nom: Technical quality and implementation

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

Catégorie du critère d'attribution poids: Pondération (pourcentage, valeur exacte)

Nombre critère d'attribution: 20

Critère:

Type: Prix

Nom: Price

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

Catégorie du critère d'attribution poids: Pondération (pourcentage, valeur exacte)

Nombre critère d'attribution: 35

Critère:

Type: Qualité

Nom: Climate and environment

Description: 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

Catégorie du critère d'attribution poids: Pondération (pourcentage, valeur exacte)

Nombre critère d'attribution: 0

5.1.11. Documents de marchéAdresse des documents de marché: <https://hyr.no/procurement/cmrdhjwzl000304iffna44od>**5.1.12. Conditions du marché public****Conditions de soumission:**

Soumission par voie électronique: Requise

Adresse de soumission: <https://hyr.no/procurement/cmrdhjwzl000304iffna44od>

Langues dans lesquelles les offres ou demandes de participation/candidatures peuvent être présentées: norvégien, anglais

Catalogue électronique: Non autorisée

Date limite de réception des demandes de participation/candidatures: 02/09/2026 12:00:00 (UTC+02:00) Heure de l'Europe orientale, heure d'été de l'Europe centrale

Conditions du marché:

Le contrat doit être exécuté dans le cadre de programmes d'emplois protégés: Non

Conditions relatives à l'exécution du contrat: See Tender Documents

Facturation électronique: Requise

La commande en ligne sera utilisée: non
Le paiement électronique sera utilisé: non
Arrangement financier: See tender documents

5.1.15. Techniques

Accord-cadre:

Accord-cadre, sans remise en concurrence

Nombre maximal de candidats: 1

Informations sur le système d'acquisition dynamique:

Pas de système d'acquisition dynamique

5.1.16. Informations complémentaires, médiation et recours

Organisation chargée des procédures de recours: NORD-TROMS OG SENJA TINGRETT

Organisation qui fournit des informations complémentaires sur la procédure de passation de marché: Troms Fylkeskommune

Organisation qui fournit des précisions concernant l'introduction des recours: NORD-TROMS OG SENJA TINGRETT

Organisation qui reçoit les demandes de participation/candidatures: Hyrr AS

8. Organisations

8.1. ORG-0001

Nom officiel: NORD-TROMS OG SENJA TINGRETT

Numéro d'enregistrement: 926723022

Adresse postale: Fr Nansens plass 17

Ville: TROMSØ

Code postal: 9008

Subdivision pays (NUTS): Troms/Romsa/Tromssa (NO072)

Pays: Norvège

Point de contact: NORD-TROMS OG SENJA TINGRETT

Rôles de cette organisation:

Organisation chargée des procédures de recours

Organisation qui fournit des précisions concernant l'introduction des recours

8.1. ORG-0002

Nom officiel: Hyrr AS

Numéro d'enregistrement: 924998687

Adresse postale: Gaustadalléen 21

Ville: Oslo

Code postal: 0349

Subdivision pays (NUTS): Oslo (NO081)

Pays: Norvège

Point de contact: Hyrr Support

Adresse électronique: admin@hyrr.no

Téléphone: +47 90 63 65 38

Rôles de cette organisation:

Organisation qui reçoit les demandes de participation/candidatures

8.1. ORG-0003

Nom officiel: Troms Fylkeskommune

Numéro d'enregistrement: 930068128

Adresse postale: Postboks 6600
Ville: Tromsø
Code postal: 9296
Subdivision pays (NUTS): Troms/Romsa/Tromssa (NO072)
Pays: Norvège
Point de contact: Troms Fylkeskommune
Adresse électronique: postmottak@tromsfylke.no
Téléphone: +47 77788000

Rôles de cette organisation:

Acheteur

Organisation qui fournit des informations complémentaires sur la procédure de passation de marché

Informations relatives à l'avis

Identifiant/version de l'avis: 42f6b4b4-560c-4071-8b29-c6bee8974e7f - 01
Type de formulaire: Mise en concurrence
Type d'avis: Avis de marché ou de concession – régime ordinaire
Sous-type d'avis: 16
Date d'envoi de l'avis: 10/07/2026 14:51:07 (UTC+02:00) Heure de l'Europe orientale, heure d'été de l'Europe centrale
Langues dans lesquelles l'avis en question est officiellement disponible: anglais
Numéro de publication de l'avis: 483349-2026
Numéro de publication au JO S: 132/2026
Date de publication: 13/07/2026