

483349-2026 - Mededinging

Noorwegen – Telecommunicatiediensten – Telephony services for FKN

OJ S 132/2026 13/07/2026

Aankondiging van een opdracht of concessie – standaardregeling

Diensten

1. Koper

1.1. Koper

Officiële naam: Troms Fylkeskommune

E-mail: postmottak@tromsfylke.no

Rechtsvorm van de koper: Publiekrechtelijke instelling onder zeggenschap van een regionale overheid

Activiteit van de aanbestedende dienst: Algemene overheidsdiensten

2. Procedure

2.1. Procedure

Titel: Telephony services for FKN

Beschrijving: 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.

Identificatiecode van de procedure: 409b88dd-5c90-4804-b12e-c05424437293

Interne identificatiecode: cmrdhjwtl000304ifjfa44od

Type procedure: Onderhandelingsprocedure met voorafgaande oproep tot mededinging / mededingingsprocedure met onderhandeling

De procedure wordt versneld: neen

Belangrijkste kenmerken van de procedure: See the attached tender documentation.

2.1.1. Doel

Aard van het contract: Diensten

Belangrijkste classificatie (cpv): 64200000 Telecommunicatiediensten

Aanvullende classificatie (cpv): 64212300 Mms-diensten, 64227000 Geïntegreerde telecommunicatiediensten, 64211000 Openbaretelefoondiensten, 64212000

Mobieletelefoondiensten, 64215000 IP-telefoondiensten, 64000000 Post- en

telecommunicatiediensten, 64211200 Interlokale telefoondiensten, 64213000

Gemeenschappelijke telefoonnetwerkdiensten voor ondernemingen, 64210000 Telefoon- en datatransmissiediensten, 64211100 Lokale telefoondiensten, 64220000

Telecommunicatiediensten, met uitzondering van telefoon en datatransmissie, 64212100 Sms-diensten

2.1.2. Plaats van uitvoering

Postadres: Postboks 6600

Stad: Tromsø

Postcode: 9296

Onderverdeling land (NUTS): Troms/Romsa/Tromssa (NO072)

Land: Noorwegen

Aanvullende informatie: Norway

2.1.3. Waarde

Geraamde waarde exclusief btw: 750 000 000,00 NOK

2.1.4. Algemene informatie

Rechtsgrondslag:

Richtlijn 2014/24/EU

Anskaffelsesforskriften -

2.1.6. Gronden voor uitsluiting

Bronnen voor uitsluitingsgronden: Aanbestedingsstuk, Aanbestedingsstuk

5. Perceel

5.1. Perceel: LOT-0001

Titel: Telephony services for FKN

Beschrijving: 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.

Interne identificatiecode: cmrdhix11000604ifx9arkzqt

5.1.1. Doel

Aard van het contract: Diensten

Belangrijkste classificatie (cpv): 64200000 Telecommunicatiediensten

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Mobieletelefoondiensten, 64215000 IP-telefoondiensten, 64000000 Post- en telecommunicatiediensten, 64211200 Interlokale telefoondiensten, 64213000

Gemeenschappelijke telefoonnetwerkdiensten voor ondernemingen, 64210000 Telefoon- en datatransmissiediensten, 64211100 Lokale telefoondiensten, 64220000

Telecommunicatiediensten, met uitzondering van telefoon en datatransmissie, 64212100 Sms-diensten

5.1.2. Plaats van uitvoering

Postadres: Postboks 6600

Stad: Tromsø

Postcode: 9296

Onderverdeling land (NUTS): Troms/Romsa/Tromssa (NO072)

Land: Noorwegen
Aanvullende informatie: Norway

5.1.3. Geraamde duur

Looptijd: 23 Maanden

5.1.5. Waarde

Geraamde waarde exclusief btw: 750 000 000,00 NOK

5.1.6. Algemene informatie

Voorbehouden deelname:

Deelname is niet voorbehouden.

Aanbestedingsproject dat niet uit EU-fondsen wordt gefinancierd

De aanbesteding valt onder de Overeenkomst inzake overheidsopdrachten (GPA): ja

5.1.9. Selectiecriteria

Bronnen van selectiecriteria: Aanbestedingsstuk

Informatie over de tweede fase van een procedure in twee fasen:

De koper behoudt zich het recht voor de opdracht zonder verdere onderhandelingen te gunnen op basis van de oorspronkelijke inschrijvingen

5.1.10. Gunningscriteria

Criterium:

Type: Kwaliteit

Naam: Coverage and development measures

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

Categorie van het gunningscriterium gewicht: Gewicht (percentage, exact)

Gunningscriterium numerieke waarde: 25

Criterium:

Type: Kwaliteit

Naam: Administration system and cost control

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

Categorie van het gunningscriterium gewicht: Gewicht (percentage, exact)

Gunningscriterium numerieke waarde: 15

Criterium:

Type: Kwaliteit

Naam: Customer Service

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

Categorie van het gunningscriterium gewicht: Gewicht (percentage, exact)

Gunningscriterium numerieke waarde: 5

Criterium:

Type: Kwaliteit

Naam: Technical quality and implementation

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

Categorie van het gunningscriterium gewicht: Gewicht (percentage, exact)

Gunningscriterium numerieke waarde: 20

Criterium:

Type: Prijs

Naam: Price

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

Categorie van het gunningscriterium gewicht: Gewicht (percentage, exact)

Gunningscriterium numerieke waarde: 35

Criterium:

Type: Kwaliteit

Naam: Climate and environment

Beschrijving: 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

Categorie van het gunningscriterium gewicht: Gewicht (percentage, exact)

Gunningscriterium numerieke waarde: 0

5.1.11. Aanbestedingsstukken

Adres van de aanbestedingsstukken: <https://hyyr.no/procurement/cmrdhjwzl000304ifjna44od>

5.1.12. Voorwaarden van de aanbesteding**Voorwaarden voor indiening:**

Elektronische indiening: Vereist

Adres voor indiening: <https://hyyr.no/procurement/cmrdhjwzl000304ifjna44od>

Talen waarin inschrijvingen of verzoeken tot deelname kunnen worden ingediend: Noors, Engels

Elektronische catalogus: Niet toegestaan

Uiterste datum voor de ontvangst van verzoeken tot deelname: 02/09/2026 12:00:00 (UTC+02:00) Oost-Europese tijd, Midden-Europese zomertijd

Voorwaarden van het contract:

De uitvoering van de opdracht moet plaatsvinden binnen het kader van programma's voor maatwerkbedrijven: Neen

Voorwaarden met betrekking tot de uitvoering van de opdracht: See Tender Documents

Elektronische facturering: Vereist
Er zal worden gebruikgemaakt van elektronische orderplaatsing: neen
Er zal worden gebruikgemaakt van elektronische betaling: neen
Financiële regeling: See tender documents

5.1.15. Technieken

Raamovereenkomst:

Raamovereenkomst, zonder hernieuwde oproep tot mededinging
Maximumaantal deelnemers: 1

Informatie over het dynamische aankoopstelsel:

Geen dynamisch aankoopstelsel

5.1.16. Nadere inlichtingen, bemiddeling en evaluatie

Organisatie voor beroepsprocedures: NORD-TROMS OG SENJA TINGRETT
Organisatie die nadere inlichtingen over de aanbestedingsprocedure verstrekt: Troms Fylkeskommune
Organisatie die meer informatie geeft over beroepsprocedures: NORD-TROMS OG SENJA TINGRETT
Organisatie die verzoeken tot deelname ontvangt: Hyrr AS

8. Organisaties

8.1. ORG-0001

Officiële naam: NORD-TROMS OG SENJA TINGRETT
Registratienummer: 926723022
Postadres: Fr Nansens plass 17
Stad: TROMSØ
Postcode: 9008
Onderverdeling land (NUTS): Troms/Romsa/Tromssa (NO072)
Land: Noorwegen
Contactpunt: NORD-TROMS OG SENJA TINGRETT
Rollen van deze organisatie:
Organisatie voor beroepsprocedures
Organisatie die meer informatie geeft over beroepsprocedures

8.1. ORG-0002

Officiële naam: Hyrr AS
Registratienummer: 924998687
Postadres: Gaustadalléen 21
Stad: Oslo
Postcode: 0349
Onderverdeling land (NUTS): Oslo (NO081)
Land: Noorwegen
Contactpunt: Hyrr Support
E-mail: admin@hyrr.no
Telefoon: +47 90 63 65 38
Rollen van deze organisatie:
Organisatie die verzoeken tot deelname ontvangt

8.1. ORG-0003

Officiële naam: Troms Fylkeskommune

Registratienummer: 930068128

Postadres: Postboks 6600

Stad: Tromsø

Postcode: 9296

Onderverdeling land (NUTS): Troms/Romsa/Tromssa (NO072)

Land: Noorwegen

Contactpunt: Troms Fylkeskommune

E-mail: postmottak@tromsfylke.no

Telefoon: +47 77788000

Rollen van deze organisatie:

Koper

Organisatie die nadere inlichtingen over de aanbestedingsprocedure verstrekt

Informatie over een aankondiging

Identificatiecode/versie van de aankondiging: 42f6b4b4-560c-4071-8b29-c6bee8974e7f - 01

Type formulier: Mededinging

Type aankondiging: Aankondiging van een opdracht of concessie – standaardregeling

Subtype aankondiging: 16

Verzenddatum van de aankondiging: 10/07/2026 14:51:07 (UTC+02:00) Oost-Europese tijd,
Midden-Europese zomertijd

Talen waarin deze aankondiging officieel beschikbaar is: Engels

Publicatienummer aankondiging: 483349-2026

Nummer uitgave PB S: 132/2026

Datum van bekendmaking: 13/07/2026