

709264-2026 - Konkurrencevilkår

Norge – Tolkning – Interpretation Services

OJ S 199/2026 14/10/2026

Udbuds- eller koncessionsbekendtgørelse – standardordningen

Tjenesteydelser

1. Køber

1.1. Køber

Officielt navn: Lødingen Kommune

E-mail: innkjop@harstad.kommune.no

Køberens retlige status: Offentligretligt organ, der styres af en lokal myndighed

Den ordregivende myndigheds aktivitet: Generelle offentlige tjenesteydelser

1.1. Køber

Officielt navn: Narvik kommune

E-mail: baard.arnoy@narvik.kommune.no

Køberens retlige status: Offentligretligt organ, der styres af en lokal myndighed

Den ordregivende myndigheds aktivitet: Generelle offentlige tjenesteydelser

1.1. Køber

Officielt navn: Dielddanuori suohkan - Tjeldsund kommune

E-mail: bente.solvang@tjeldsund.kommune.no

Køberens retlige status: Offentligretligt organ, der styres af en lokal myndighed

Den ordregivende myndigheds aktivitet: Generelle offentlige tjenesteydelser

1.1. Køber

Officielt navn: Harstad Kommune

E-mail: innkjop@harstad.kommune.no

Køberens retlige status: Offentligretligt organ, der styres af en lokal myndighed

Den ordregivende myndigheds aktivitet: Generelle offentlige tjenesteydelser

1.1. Køber

Officielt navn: Kvæfjord Kommune

E-mail: merete.halvorsen@kvafjord.kommune.no

Køberens retlige status: Offentligretligt organ, der styres af en lokal myndighed

Den ordregivende myndigheds aktivitet: Generelle offentlige tjenesteydelser

2. Procedure

2.1. Procedure

Titel: Interpretation Services

Beskrivelse: The Contracting Authority Harstad municipality shall, on behalf of Harstad, Kvæfjord, Tjeldsund, Lødingen and Narvik municipalities, hold this competition. Harstad municipality is responsible for the implementation of the competition. This tender contest includes all 5 municipalities. The municipalities are independent legal entities and will enter into separate contracts. Background The existing agreement on interpretation services expires 10 November 2026 and a new framework agreement shall be established. The need for interpretation services is stable and is expected to persist, at the same time that the

requirements for documented competence and proper handling of confidential information mean that we must have clear contractual frameworks, processes for ordering and mechanisms for quality assurance. We assume that in the current situation we have varying types of assignments (planned meetings, acute events, short telephone assignments and more demanding calls). This makes it necessary with a contract structure that both supports high availability and gives us control over the competence used in each assignment. The contracting authority needs to ensure continued access to interpretation services that support reliable and effective communication in the face of users, patients, inhabitants or other persons with a need for language assistance. The services are important for safeguarding correct information exchange, equal service provision and good case handling. The new framework agreement shall give the contracting authority predictable access to necessary interpretation services within different interpretation forms and facilitate flexible orders suitable for varying needs. The need includes interpretation via telephone and monitor (video interpretation), as well as on-site interpretation at physical meetings. In addition there is a need for written translations (translator/translation) if needed.

Description of the assignment

The procurement is for a framework agreement for the provision of interpretation services. The delivery shall include: The procurement is for the establishment of parallel framework agreements with three tenderers for the following services: Interpretation by telephone or via monitor/video Attendance in the municipality's premises or another agreed location. Translator services (written translations) The contracting authority would like to establish parallel framework agreements with several tenderers. Tenderers will be ranked according to the score achieved in accordance with the award criteria. The tenderer who achieves the highest score (called supplier 1) shall, as a main rule, be contacted first and will be awarded call-offs if this tenderer has the requested interpreter available. If tenderer 1 does not have available capacity or cannot offer the requested interpreter, the tenderer who has achieved the second highest score is contacted (supplier 2), and so on depending on how many suppliers the contracting authority thinks it is appropriate to offer a contract. The ranking of the tenderers will be based on the stated award criteria. The aim of the framework agreement is to cover the contracting authority's ongoing need for qualified language assistance across different situations and disciplines. A system is requested that can handle orders within the relevant interpreter forms and contribute to the contracting authority getting access to relevant services when the needs arise. The estimated contract value is NOK 14,500,000 for all municipalities in the contract period. This is an estimate based on the available information on consumption in the period 2022-2026 and is not binding for the municipalities. Estimate distributed per municipality: Harstad NOK 5,600,000 - maximum 6,300,000 Sounding NOK 600,000 - maximum 1,000,000. Kvæfjord NOK 1,300,000 - maximum 1,600,000. Tjeldsund NOK 1,500,000 - maximum 2,000,000. Narvik NOK 5,600,000 - maximum 6,300,000 Most of the assignments are within telephone interpretation/monitor interpreters. This type of assignment amounted to approximately 85% of the contract sum. The majority of assignments for Harstad municipality will be for doctors' offices, the unit for integration, the child welfare service, the home care service and the school and nurseries. Using interpreters, the choice between the different categories will be affected by many variables, including which entity orders, the assignment's length and complexity, any requests that the external parties in the case may have the type of interpreter that is used etc. There are also slightly different practices in the municipalities as regards how much of the total number of assignments are used on remote interpreters (telephone interpretation/monitor interpreter), on-site interpretation and translations. The distribution within the different services can therefore change in the contract period, depending on future needs. The framework agreement has an estimated maximum value of up to NOK 17,200,000 excluding VAT. The stated value is an estimate and does not involve any obligations to buy beyond the actual need in the contract period.

Identifikator for proceduren: 38e81270-99c9-466c-8ebd-e836f06af61d

Intern ID: cmqf2f2oi000004jjgkbi8yjy

Udbudsprocedure: Offentligt udbud

Proceduren er en hasteprocedure: nej

Hovedpunkterne i proceduren: All interested suppliers can submit tender offers through Hyyr. The competition does not have a prequalification phase. The tenders will be evaluated directly, and dialogues or negotiations will not be allowed beyond minor clarifications and corrections of the tenders. Tenderers are strongly encouraged to follow the instructions given in this tender documentation with annexes and possibly ask questions about uncertainties in the communication module in Hyyr.

2.1.1. Formål

Kontraktens hovedformål: Tjenesteydelser

Primær klassifikation (cpv): 79540000 Tolkning

Supplerende klassifikation (cpv): 79530000 Oversættelse

2.1.2. Udførelsessted

Hvor som helst

Yderligere oplysninger: Anywhere

2.1.3. Værdi

Anslået værdi eksklusiv moms: 14 500 000,00 NOK

2.1.4. Generelle oplysninger

Retsgrundlag:

Direktiv 2014/24/EU

Anskaffelsesforskriften -

2.1.6. Udelukkelsesgrunde

Kilder til grundlag for udelukkelse: Udbudsdokument, Udbudsdokument

5. Delkontrakt

5.1. Delkontrakt: LOT-0001

Titel: Interpretation Services

Beskrivelse: The Contracting Authority Harstad municipality shall, on behalf of Harstad, Kvæfjord, Tjeldsund, Lødingen and Narvik municipalities, hold this competition. Harstad municipality is responsible for the implementation of the competition. This tender contest includes all 5 municipalities. The municipalities are independent legal entities and will enter into separate contracts. Background The existing agreement on interpretation services expires 10 November 2026 and a new framework agreement shall be established. The need for interpretation services is stable and is expected to persist, at the same time that the requirements for documented competence and proper handling of confidential information mean that we must have clear contractual frameworks, processes for ordering and mechanisms for quality assurance. We assume that in the current situation we have varying types of assignments (planned meetings, acute events, short telephone assignments and more demanding calls). This makes it necessary with a contract structure that both supports high availability and gives us control over the competence used in each assignment. The contracting authority needs to ensure continued access to interpretation services that support reliable and effective communication in the face of users, patients, inhabitants or other persons with a need for language assistance. The services are important for safeguarding correct information exchange, equal service provision and good case handling. The new

framework agreement shall give the contracting authority predictable access to necessary interpretation services within different interpretation forms and facilitate flexible orders suitable for varying needs. The need includes interpretation via telephone and monitor (video interpretation), as well as on-site interpretation at physical meetings. In addition there is a need for written translations (translator/translation) if needed. Description of the assignment The procurement is for a framework agreement for the provision of interpretation services. The delivery shall include: The procurement is for the establishment of parallel framework agreements with three tenderers for the following services: Interpretation by telephone or via monitor/video Attendance in the municipality's premises or another agreed location. Translator services (written translations) The contracting authority would like to establish parallel framework agreements with several tenderers. Tenderers will be ranked according to the score achieved in accordance with the award criteria. The tenderer who achieves the highest score (called supplier 1) shall, as a main rule, be contacted first and will be awarded call-offs if this tenderer has the requested interpreter available. If tenderer 1 does not have available capacity or cannot offer the requested interpreter, the tenderer who has achieved the second highest score is contacted (supplier 2), and so on depending on how many suppliers the contracting authority thinks it is appropriate to offer a contract. The ranking of the tenderers will be based on the stated award criteria. The aim of the framework agreement is to cover the contracting authority's ongoing need for qualified language assistance across different situations and disciplines. A system is requested that can handle orders within the relevant interpreter forms and contribute to the contracting authority getting access to relevant services when the needs arise. The estimated contract value is NOK 14,500,000 for all municipalities in the contract period. This is an estimate based on the available information on consumption in the period 2022-2026 and is not binding for the municipalities. Estimate distributed per municipality: Harstad NOK 5,600,000 - maximum 6,300,000 Sounding NOK 600,000 - maximum 1,000,000. Kvæfjord NOK 1,300,000 - maximum 1,600,000. Tjeldsund NOK 1,500,000 - maximum 2,000,000. Narvik NOK 5,600,000 - maximum 6,300,000 Most of the assignments are within telephone interpretation/monitor interpreters. This type of assignment amounted to approximately 85% of the contract sum. The majority of assignments for Harstad municipality will be for doctors' offices, the unit for integration, the child welfare service, the home care service and the school and nurseries. Using interpreters, the choice between the different categories will be affected by many variables, including which entity orders, the assignment's length and complexity, any requests that the external parties in the case may have the type of interpreter that is used etc. There are also slightly different practices in the municipalities as regards how much of the total number of assignments are used on remote interpreters (telephone interpretation/monitor interpreter), on-site interpretation and translations. The distribution within the different services can therefore change in the contract period, depending on future needs. The framework agreement has an estimated maximum value of up to NOK 17,200,000 excluding VAT. The stated value is an estimate and does not involve any obligations to buy beyond the actual need in the contract period.

Intern ID: cmqf2f2pw000304jjcy58cpyr

5.1.1. Formål

Kontraktens hovedformål: Tjenesteydelser

Primær klassifikation (cpv): 79540000 Tolkning

Supplerende klassifikation (cpv): 79530000 Oversættelse

Valgmuligheder:

Beskrivelse af optioner: The contract can be extended for 1 year at a time, up to 2 times (2+1+1).

5.1.2. Udførelsessted

Hvor som helst

Yderligere oplysninger: Anywhere

5.1.3. Anslået varighed

Varighed: 48 Måneder

5.1.4. Fornyelse

Højeste antal fornyelser: 2

Yderligere oplysninger om fornyelser: The contract can be extended for 1 year at a time, up to 2 times (2+1+1).

5.1.5. Værdi

Anslået værdi eksklusiv moms: 14 500 000,00 NOK

5.1.6. Generelle oplysninger

Reserveret deltagelse:

Deltagelse uden forbehold.

Indkøbsprojekt, der ikke finansieres med EU-midler

Udbuddet er omfattet af aftalen om offentlige udbud (GPA): ja

5.1.9. Udvalgelseskriterier

Kilder til udvalgelseskriterier: Udbudsdokument

5.1.10. Tildelingskriterier

Kriterium:

Type: Kvalitet

Navn: Delivery and order follow-up

Beskrivelse: Evaluation of a system for receiving and handling orders, response time, availability, flexibility with varying needs and the ability to deliver within telephone, monitor and turn-out interpretation.

Kategori for tildelingskriteriet vægt: Vægtning (procentdel, præcis)

Tildelingskriterium talværdi: 30

Kriterium:

Type: Kvalitet

Navn: Quality of the delivery

Beskrivelse: Evaluation of how the tenderer ensures access to qualified interpreters /translators, quality assurance of the delivery, handling different types of interpreters, as well as routines for correct and reliable execution of the assignment.

Kategori for tildelingskriteriet vægt: Vægtning (procentdel, præcis)

Tildelingskriterium talværdi: 30

Kriterium:

Type: Pris

Navn: Price

Beskrivelse: Evaluation of the offered price form for the requested interpretation forms and translator services. It ought to form the basis for the total price matrix for relevant service categories and any mark-up/waiting time/travel where included in the tender documentation.

Kategori for tildelingskriteriet vægt: Vægtning (procentdel, præcis)

Tildelingskriterium talværdi: 40

Kriterium:

Type: Kvalitet

Navn: Climate and environment

Beskrivelse: The procurement has a climate footprint and an environmental impact that is immaterial

Kategori for tildelingskriteriet vægt: Vægtning (procentdel, præcis)

Tildelingskriterium talværdi: 0

5.1.11. Tilbudsdokumenter

Adresse på udbudsdokumenterne: <https://hyyr.no/procurement/cmqlf2f2oi000004jjgkbi8yjj>

5.1.12. Tilbudsvilkår

Vilkår for indgivelse:

Elektronisk indgivelse: Påkrævet

Indgivelsesadresse: <https://hyyr.no/procurement/cmqlf2f2oi000004jjgkbi8yjj>

Sprog, som tilbud og ansøgninger om deltagelse kan indgives på: norsk

Elektronisk katalog: Ikke tilladt

Tilbudsgivere kan indgive mere end ét tilbud: Ikke tilladt

Frist for modtagelse af tilbud: 17/11/2026 12:00:00 (UTC+01:00) centraleuropæisk tid, vesteuropæisk sommertid

Varighed, hvor tilbuddet skal forblive gyldigt: 60 Døgn

Betingelser for kontraktens udførelse:

Udførelsen af kontrakten skal ske inden for rammerne af programmer for beskyttet beskæftigelse: Nej

Vilkår relateret til kontraktens udførelse: See Tender Documents

Elektronisk fakturering: Påkrævet

Der vil blive anvendt elektronisk bestilling: nej

Der vil blive anvendt elektronisk betaling: nej

Oplysninger om finansiering og betaling: See tender documents

5.1.15. Teknikker

Rammeaftale:

Rammeaftale uden fornyet iværksættelse af konkurrence

Det maksimale antal deltagere: 3

Oplysninger om det dynamiske indkøbssystem:

Intet dynamisk indkøbssystem

5.1.16. Yderligere oplysninger, mægling og gennemgang

Organisation med ansvar for klager: MIDTRE HÅLOGALAND TINGRETT

Organisation, der leverer supplerende oplysninger om udbudsproceduren: Lødingen Kommune

Organisation, der leverer yderligere oplysninger om klageprocedurerne: MIDTRE HÅLOGALAND TINGRETT

Organisation, der modtager ansøgninger om deltagelse: Hyyr AS

8. Organisationer

8.1. ORG-0001

Officielt navn: MIDTRE HÅLOGALAND TINGRETT

Registreringsnummer: 926723073

Postadresse: Håkons gate 4

By: HARSTAD

Postnummer: 9405

Landsdel (NUTS): Troms/Romsa/Tromssa (NO072)

Land: Norge

Enhed: MIDTRE HÅLOGALAND TINGRETT

Denne organisations roller:

Organisation med ansvar for klager

Organisation, der leverer yderligere oplysninger om klageprocedurerne

8.1. ORG-0002

Officielt navn: Hyyr AS

Registreringsnummer: 924998687

Postadresse: Gaustadalléen 21

By: Oslo

Postnummer: 0349

Landsdel (NUTS): Oslo (NO081)

Land: Norge

Enhed: Hyyr Support

E-mail: admin@hyyr.no

Telefon: +47 90 63 65 38

Denne organisations roller:

Organisation, der modtager ansøgninger om deltagelse

8.1. ORG-0003

Officielt navn: Lødingen Kommune

Registreringsnummer: 945468661

Postadresse: Rådhusvegen 27

By: Lødingen

Postnummer: 8410

Landsdel (NUTS): Nordland/Nordlånnda (NO071)

Land: Norge

Enhed: Lødingen Kommune

E-mail: innkjop@harstad.kommune.no

Telefon: 91645479

Denne organisations roller:

Køber

Organisation, der leverer supplerende oplysninger om udbudsproceduren

8.1. ORG-0004

Officielt navn: Narvik kommune

Registreringsnummer: 959469059

Postadresse: Postboks 64

By: Narvik

Postnummer: 8501

Landsdel (NUTS): Nordland/Nordlånnda (NO071)

Land: Norge

Enhed: Narvik kommune

E-mail: baard.arnoy@narvik.kommune.no

Telefon: +4776912000

Denne organisations roller:

Køber

8.1. ORG-0005

Officielt navn: Dielddanuori suohkan - Tjeldsund kommune

Registreringsnummer: 959469326

Postadresse: Postboks 240
By: Evenskjer
Postnummer: 9439
Landsdel (NUTS): Troms/Romsa/Tromssa (NO072)
Land: Norge
Enhed: Dielddanuori suohkan - Tjeldsund kommune
E-mail: bente.solvang@tjeldsund.kommune.no
Telefon: +4791384292

Denne organisations roller:

Køber

8.1. ORG-0006

Officielt navn: Harstad Kommune
Registreringsnummer: 972417971
Postadresse: Postmottak, Postboks 1000, Harstad kommune
By: Harstad
Postnummer: 9479
Landsdel (NUTS): Troms/Romsa/Tromssa (NO072)
Land: Norge
Enhed: Harstad Kommune
E-mail: innkjop@harstad.kommune.no
Telefon: +4791645479

Denne organisations roller:

Køber

Gruppeleder

8.1. ORG-0007

Officielt navn: Kvæfjord Kommune
Registreringsnummer: 972417998
Postadresse: Bygdevegen 26
By: Borkenes
Postnummer: 9475
Landsdel (NUTS): Troms/Romsa/Tromssa (NO072)
Land: Norge
Enhed: Kvæfjord Kommune
E-mail: merete.halvorsen@kvafjord.kommune.no
Telefon: +4747705699

Denne organisations roller:

Køber

Oplysninger om bekendtgørelsen

Bekendtgørelsens ID: 63bc9d91-4f7b-40e7-b048-f07e9fca0841 - 01
Formulartype: Konkurrencevilkår
Bekendtgørelsestype: Udbuds- eller koncessionsbekendtgørelse – standardordningen
Bekendtgørelsesundertype: 16
Afsendelsesdato for bekendtgørelsen: 13/10/2026 09:43:05 (UTC+02:00) østeuropæisk tid, centraleuropæisk sommertid
Bekendtgørelsens officielle sprog: engelsk
Bekendtgørelsesnummer: 709264-2026

