

Norway-Molde: Customer satisfaction survey
OJ S 47/2021 09/03/2021
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Møre og Romsdal Fylkeskommune, Samferdsel

National registration number: 944183779

Postal address: Julsundvegen 9

Town: Molde

NUTS code: NO Norge

Postal code: 6404

Country: Norway

Contact person: Anne Høystakli

E-mail: anne.hoystakli@mrfylke.no

Telephone: +47 71280274

Internet address(es):

Main address: <https://permalink.mercell.com/143578083.aspx>

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Customer Satisfaction Surveys for FRAM

Reference number: 2020/17021

II.1.2. Main CPV code

79342311 Customer satisfaction survey

II.1.3. Type of contract

Services

II.1.4. Short description

Møre og Romsdal County, c/o FRAM has entered into a contract with Opinion AS for the implementation of customer satisfaction surveys for FRAM.

The survey will contribute to FRAM acquiring necessary knowledge on travel habits, preferences, attitudes, and experiences of the bus service amongst the population in Møre og Romsdal.

The contract will be valid for 2 years, with an option to extend for a further 1 year.

See Annex 4, Assignment Description, for further information on the assignment.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 3 750 000,00 NOK

II.2. Description

II.2.2. Additional CPV code(s)

79311200 Survey conduction services

II.2.3. Place of performance

NUTS code: NO0A3 Møre og Romsdal

II.2.4. Description of the procurement

Møre og Romsdal County, c/o FRAM has entered into a contract with Opinion AS for the implementation of Customer satisfaction surveys for FRAM.

The survey will contribute to FRAM acquiring necessary knowledge on travel habits, preferences, attitudes, and experiences of the bus service amongst the population in Møre og Romsdal.

The contract will be valid for 2 years, with an option to extend for a further 1 year.

See Annex 4, Assignment Description, for further information on the assignment.

II.2.5. Award criteria

Quality criterion - Name: Quality / Weighting: 50 %

Price - Weighting: 50 %

II.2.11. Information about options

Options: yes

Description of options:

Option for an extension for a further 1 year.

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

II.2.14. Additional information

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

IV.2. Administrative information

IV.2.1.

Previous publication concerning this procedure

Notice number in the OJ S: [2020/S 230-568271](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Title:

Customer Satisfaction Surveys for FRAM

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

26/01/2021

V.2.2. Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Opinion AS

Postal address: Vulkan 16

Town: Oslo

NUTS code: NO081 Oslo

Postal code: 0178

Country: Norway

E-mail: post@opinion.no

Telephone: +47 21300400

Fax: +47 22867009

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 3 750 000,00 NOK

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Romsdal Tingrett

Town: Molde

Country: Norway

VI.5. Date of dispatch of this notice

04/03/2021