

**Norway-Trondheim: Energy-efficiency consultancy services**  
**OJ S 58/2022 23/03/2022**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Enova SF

National registration number: 983 609 155

Postal address: Brattørkaia 17A

Town: Trondheim

NUTS code: NO Norge

Postal code: 7010

Country: Norway

Contact person: Bjørn H. Aunøien

E-mail: [bjorn.hakon.aunoien@enova.no](mailto:bjorn.hakon.aunoien@enova.no)

**Internet address(es):**

Main address: <https://www.enova.no/>

Address of the buyer profile: <https://eu.eu-supply.com/ctm/Company/CompanyInformation/Index/255658>

**I.4. Type of the contracting authority**

Other type: Government Company - manager of the Climate and Energy Fund

**I.5. Main activity**

Economic and financial affairs

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

Service provider Enova SF's response service.

Reference number: SID 21/5843

**II.1.2. Main CPV code**

71314300 Energy-efficiency consultancy services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

The purpose of the procurement is for Enova to enter into a contract with a tenderer that will undertake the operation of Enova's response service ('the Response Service') on behalf of Enova. The assignment includes guidelines on Enova's support offer and the Energy Labelling Scheme, as well as general consulting on topics in Enova's work areas. The service performance is connected to inbound and outgoing telephone enquiries, email and internet

enquiries (chat and social media). Whilst carrying out the assignment, the tenderer will serve inbound and outbound enquiries for Enova with set requirements for customer statistics, including response time and customer satisfaction. The tenderer will be obliged to operate Enova's response service in such a manner that the activity contributes to the fulfilment of Enova's objectives. The current contract period expires on 31.12.2021. The tenderer will be expected to be operative on 1 January 2022 at the latest.

#### **II.1.6. Information about lots**

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 22 000 000,00 NOK

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

71315100 Building-fabric consultancy services, 71315210 Building services consultancy services, 71321400 Ventilation consultancy services, 90713000 Environmental issues consultancy services

#### **II.2.3. Place of performance**

NUTS code: NO Norge

#### **II.2.4. Description of the procurement**

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#### **II.2.5. Award criteria**

Quality criterion - Name: Solution proposal / Weighting: 40%

Quality criterion - Name: Competence and experience of offered resource personnel and a plan for competence development. / Weighting: 20%

Cost criterion - Name: Total cost / Weighting: 40%

#### **II.2.11. Information about options**

Options: no

#### **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**

The annual contract sum for the assignment is between NOK 10 million and NOK 15 million. Enova is working on an internal project with the goal of making work processes in the entity more efficient. Attention is therefore drawn to the fact that the result of this work can lead to changes in the content and/or scope of the assignment in the contract period.

## Section IV: Procedure

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### IV.1. Description

#### IV.1.1. Type of procedure

Competitive procedure with negotiation

#### 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: [2021/S 169-443226](#)

#### 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

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**Contract No:** 1

**Title:**

Service provider Enova SF's response service.

A contract/lot is awarded: yes

### V.2. Award of contract

#### V.2.1. Date of conclusion of the contract

14/12/2021

#### 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: Enerconsult AS

National registration number: 991450408

Town: Narvik

NUTS code: NO Norge

Postal code: 8501

Country: Norway

The contractor is an SME: yes

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

Total value of the contract/lot: 22 000 000,00 NOK

## **V.2.5. Information about subcontracting**

### **Section VI: Complementary information**

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#### **VI.3. Additional information**

#### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

Official name: Trøndelag tingrett

Town: Trondheim

Postal code: 7013

Country: Norway

#### **VI.5. Date of dispatch of this notice**

18/03/2022