

Norway-Oslo: Market and economic research; polling and statistics
OJ S 104/2016 01/06/2016
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Direktoratet for forvaltning og IKT (Difi) (The Agency for Public Management and eGovernment)

National registration number: 991825827

Postal address: Grev Wedels plass 9

Town: Oslo

Postal code: 0151

Country: Norway

For the attention of: Sara Khakpour

E-mail: sara.khakpour@difi.no

Telephone: +47 48057033

I.2. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.3. Main activity

General public services

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description

II.1.1. Title

The Citizen Survey 2016 — 2017.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 10: Market research and public opinion polling services

Main site or place of performance: Norway.

NUTS code NO011 Oslo

II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)

II.1.4. Short description of the contract or purchase(s)

The Citizen Survey is 1 of the largest surveys by the government administration in Norway, and comprises people's satisfaction with the public services, democracy and the welfare state. IT should provide a better knowledge base to further develop public services across sectors, and provide knowledge that can assist in the further development of public enterprises in the long term. The survey is divided into a citizen part and a user part.

The citizen part provides an overall picture of the citizens' impression of their municipality, of

Norway as a place to reside and live and a number of public services. The citizen survey could be called an opinion survey that expresses something about the perceptions the citizens have of a number of services based on either personal experiences, conversations with acquaintances, family and friends or media coverage. The citizen part comprises also trust of politicians and the government administration, and as such is also a temperature sensor of the citizens' attitude and confidence in the political system.

The user part looks at the citizens' experiences with selected public services, and looks at different aspects of the services. In the user part, 1 can compare the services' results on different conditions. The results of the survey provide increased insight into the users' perception of 20 something services in the areas of education and culture, health, care and the administrative bodies.

See the attached requirement specifications for further description of the assignment.

II.1.5. CPV code(s)

79300000 Market and economic research; polling and statistics, 79310000 Market research services, 79311200 Survey conduction services, 79311300 Survey analysis services, 79320000 Public-opinion polling services

II.1.6. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Value: 3 700 000 NOK
excluding VAT

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of

1. Quality. Weighting 45

2. Price. Weighting 55

IV.2.2. Information about electronic auction

An electronic auction has been used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

15/00887

IV.3.2. Previous publication concerning this procedure

Contract notice

Notice number in the OJ S: [2016/S 032-052381](#) of 16.2.2016

Section V: Award of contract

Lot title: The Citizen Survey 2016 — 2017

V.1. Date of conclusion of the contract

10.5.2016

V.2. Information about tenders

Number of tenders received by electronic means: 6

V.3. Name and address of the contractor

Official name: TNS Gallup AS

Postal address: Postboks 240

Town: Oslo

Postal code: 0103

Country: Norway

E-mail: info@tns-gallup.no

Telephone: +47 91111600

V.4. Information on value of the contract/lot

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Section VI: Complementary information

VI.1. Information about European Union funds

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

VI.2. Additional information

VI.3. Procedures for review

VI.3.1. Review body

VI.3.2. Review procedure

VI.3.3. Service from which information about the review procedure may be obtained

VI.4. Date of dispatch of this notice

30.5.2016