

238860-2026 - Planning

Norway – Customer survey services – RFI - Customer and market insights and analysis services.
OJ S 68/2026 08/04/2026
Prior information notice or a periodic indicative notice used only for information - Change notice
Services

1. Buyer

1.1. Buyer

Official name: Skyss

Email: bjorn.erik.linde@skyss.no

Legal type of the buyer: Regional authority

Activity of the contracting authority: General public services

Activity of the contracting entity: Urban railway, tramway, trolleybus or bus services

2. Procedure

2.1. Procedure

Title: RFI - Customer and market insights and analysis services.

Description: Tenderers must log in to a supplier account in TendSign to retrieve the attachment. On the black menu bar, choose "Announcements". Select contracting authority "Skyss" Select "RFI - Kunde- og marknadsinnssikt og analysetenester" Select "Basis"

Download "RFI - Customer and Marknadsinnssikt og analyses"

Internal identifier: SKYSS/26/23

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342310 Customer survey services

Additional classification (cpv): 79300000 Market and economic research; polling and statistics, 79310000 Market research services, 79342300 Customer services, 79342311 Customer satisfaction survey, 79342321 Customer-loyalty programme

2.1.2. Place of performance

Country subdivision (NUTS): Vestland (NO0A2)

Country: Norway

Additional information: See the needs description in the attached document.

2.1.3. Value

Estimated value excluding VAT: 20 000 000,00 NOK

2.1.4. General information

Additional information: See the attached Note

Legal basis:

Directive 2014/25/EU

3. Part

3.1. Part: PAR-0000

Title: RFI - Customer and market insights and analysis services.

Description: Tenderers must log in to a supplier account in TendSign to retrieve the attachment. On the black menu bar, choose "Announcements". Select contracting authority "Skyss" Select "RFI - Kunde- og marknadsinnssikt og analysetenester" Select "Basis" Download "RFI - Customer and Marknadsinnsikt og analyses"
Internal identifier: SKYSS/26/23

3.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342310 Customer survey services

Additional classification (cpv): 79300000 Market and economic research; polling and statistics

Additional classification (cpv): 79310000 Market research services

Additional classification (cpv): 79342300 Customer services

Additional classification (cpv): 79342311 Customer satisfaction survey

Additional classification (cpv): 79342321 Customer-loyalty programme

3.1.2. Place of performance

Country subdivision (NUTS): Vestland (NO0A2)

Country: Norway

Additional information: See the needs description in the attached document.

3.1.3. Duration

Other duration: Unlimited

3.1.4. Value

Estimated value excluding VAT: 20 000 000,00 NOK

3.1.5. General information

Additional information: See the attached Note

3.1.6. Procurement documents

Deadline for requesting additional information: 10/04/2026 21:55:00 (UTC+00:00) Western European Time, GMT

3.1.8. Techniques

Framework agreement:

No framework agreement

3.1.9. Further information, mediation and review

Review organisation: Hordaland tingrett

8. Organisations

8.1. ORG-0001

Official name: Skyss

Registration number: 992051825

Department: Skyss – Avdeling kontrakt

Postal address: Lars Hilles gate 22

Town: Bergen

Postcode: 5020

Country subdivision (NUTS): Vestland (NO0A2)

Country: Norway

Contact point: Bjørn Erik Linde

Email: bjorn.erik.linde@skyss.no

Telephone: +47 05557
Internet address: <https://www.skyss.no/>

Roles of this organisation:

Buyer

8.1. ORG-0002

Official name: Hordaland tingrett
Registration number: 926 723 367
Postal address: Postboks 7412
Town: Bergen
Postcode: 5020
Country subdivision (NUTS): Vestland (NO0A2)
Country: Norway
Email: hordaland.tingrett@domstol.no
Telephone: 55 69 97 00
Internet address: <https://www.domstol.no/no/domstoler/tingrett/hordaland-tingrett/>

Roles of this organisation:

Review organisation

10. Change

Version of the previous notice to be changed

:

62a49bc0-a6e3-4cf5-b036-bb282657109d-01

Main reason for change

:

Information updated

Description

:

Information on how to download the attached Note: Tenderers must log in to a supplier account in TendSign to retrieve the attachment. On the black menu bar, choose "Announcements". Select contracting authority "Skyss" Select "RFI - Kunde- og marknadsinnssikt og analysetenester" Select "Basis" Download "RFI - Customer and Marknadsinnsikt og analyses"

10.1. Change

Section identifier: PROCEDURE

Description of changes: Tenderers must log in to a supplier account in TendSign to retrieve the attachment. On the black menu bar, choose "Announcements". Select contracting authority "Skyss" Select "RFI - Kunde- og marknadsinnssikt og analysetenester" Select "Basis" Download "RFI - Customer and Marknadsinnsikt og analyses"

The procurement documents were changed on: 07/04/2026

Notice information

Notice identifier/version: 56e42529-7bc9-4b48-a26d-2bb3bad027b5 - 01

Form type: Planning

Notice type: Prior information notice or a periodic indicative notice used only for information

Notice subtype: 5

Notice dispatch date: 07/04/2026 08:52:39 (UTC+00:00) Western European Time, GMT

Notice dispatch date (eSender): 07/04/2026 09:06:05 (UTC+00:00) Western European Time, GMT

Languages in which this notice is officially available: English

Notice publication number: 238860-2026

OJ S issue number: 68/2026

Publication date: 08/04/2026

Estimated date of publication of a contract notice within this procedure: 10/08/2026