

251151-2026 - Result

Norway – Translation services – Procurement of a framework agreement for interpretation services for nav

OJ S 72/2026 14/04/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: ARBEIDS- OG VELFERDSETATEN

Email: gina.synnove.andreassen@nav.no

Legal type of the buyer: Body governed by public law, controlled by a central government authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Procurement of a framework agreement for interpretation services for nav

Description: The Norwegian Labour and Welfare Directorate (NAV), hereafter called the Contracting Authority, invites tenderers to an open tender contest for a framework agreement for interpretation services. The procurement is intended to ensure the Contracting Authority the necessary access to interpretation services in a cost efficient and quality-wise good way from an interpretation service provider who shall be able to provide interpretation services nationwide. The contract will apply to the governmental part at the Contracting Authority. The procurement shall enter into a framework agreement that ensures that the Contracting Authority complies with statutory requirements for the use of interpreters in contracting authorities' meetings with their users regulated through the Public Administration Act, the Nav Act, the Social Security Act, as well as the Interpretation Act. The interpretation services will include oral translation from Norwegian to interpretation language or vice versa. The procurement is intended to ensure that interpretation assignments at the Contracting Authority are carried out by qualified interpreters, i.e. interpreters with documented interpretation qualifications that qualify for entry in the National Interpreter Register. The Interpreters Act § 7 allows non-qualified interpreters to be used if it is not prudent to wait until qualified interpreters are available, as well as the law being introduced with a transition period through 2026. However, the contracting authority intends to carry out a minimum of 80 percent of the interpretation assignments by qualified interpreters.

Procedure identifier: 5a240332-45fd-4dc4-8fde-b31f12cbe7ee

Previous notice: e031b1c7-8551-4d09-94c9-d2b183a1073e-01

Internal identifier: 25/11455

Type of procedure: Open

The procedure is accelerated: no

Main features of the procedure: The Norwegian Labour and Welfare Directorate (NAV), hereafter called the Contracting Authority, invites tenderers to an open tender contest for a framework agreement for interpretation services. The procurement is intended to ensure the Contracting Authority the necessary access to interpretation services in a cost efficient and quality-wise good way from an interpretation service provider who shall be able to provide

interpretation services nationwide. The contract will apply to the governmental part at the Contracting Authority. The procurement shall enter into a framework agreement that ensures that the Contracting Authority complies with statutory requirements for the use of interpreters in contracting authorities' meetings with their users regulated through the Public Administration Act, the Nav Act, the Social Security Act, as well as the Interpretation Act. The interpretation services will include oral translation from Norwegian to interpretation language or vice versa. The procurement is intended to ensure that interpretation assignments at the Contracting Authority are carried out by qualified interpreters, i.e. interpreters with documented interpretation qualifications that qualify for entry in the National Interpreter Register. The Interpreters Act § 7 allows non-qualified interpreters to be used if it is not prudent to wait until qualified interpreters are available, as well as the law being introduced with a transition period through 2026. However, the contracting authority intends to carry out a minimum of 80 percent of the interpretation assignments by qualified interpreters.

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79530000 Translation services

Additional classification (cpv): 79540000 Interpretation services

2.1.2. Place of performance

Country: Norway

Anywhere in the given country

2.1.3. Value

Estimated value excluding VAT: 350 000 000,00 NOK

Maximum value of the framework agreement: 500 000 000,00 NOK

2.1.4. General information

Call for competition is terminated

Legal basis:

Directive 2014/24/EU

Anskaffelsesforskriften - The procurement and the procurement is included in the Public Procurement Regulations.

5. Lot

5.1. Lot: LOT-0000

Title: Procurement of a framework agreement for interpretation services for nav

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qualifications that qualify for entry in the National Interpreter Register. The Interpreters Act § 7 allows non-qualified interpreters to be used if it is not prudent to wait until qualified interpreters are available, as well as the law being introduced with a transition period through 2026. However, the contracting authority intends to carry out a minimum of 80 percent of the interpretation assignments by qualified interpreters.

Internal identifier: 25/11455

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79530000 Translation services

Additional classification (cpv): 79540000 Interpretation services

5.1.2. Place of performance

Country: Norway

Anywhere in the given country

5.1.5. Value

Estimated value excluding VAT: 350 000 000,00 NOK

Maximum value of the framework agreement: 500 000 000,00 NOK

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.10. Award criteria

Criterion:

Type: Price

Name: Price

Description: Price

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 20

Criterion:

Type: Quality

Name: Quality

Description: Quality

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 80

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Oslo tingrett

Information about review deadlines: Follow-up of LOA/FOA.

6. Results

Maximum value of the framework agreements in this notice: 350 000 000,00 NOK

Approximate value of the framework agreements

:
350 000 000,00

NOK

6.1. Result lot identifier: LOT-0000

Winner selection status: At least one winner was chosen.

Framework agreement:

Maximum value of the framework agreement: 500 000 000,00 NOK

Re-estimated value of the framework agreement: 350 000 000,00 NOK

6.1.2. Information about winners

Winner:

Official name: TolkeNett AS

Tender:

Tender identifier: Tilbud

Identifier of lot or group of lots: LOT-0000

Subcontracting: No

Contract information:

Identifier of the contract: Rammeavtale for tolketjenester til Nav

Title: Framework agreement for interpretation services for Nav

Date on which the winner was chosen: 23/01/2026

Date of the conclusion of the contract: 23/02/2026

6.1.4. Statistical information

Summary of the review requests the buyer received:

Number of complainants: 0

Received tenders or requests to participate:

Type of received submissions: Tenders from micro, small or medium tenderers

Number of tenders or requests to participate received: 4

8. Organisations

8.1. ORG-0001

Official name: ARBEIDS- OG VELFERDSETATEN

Registration number: 889640782

Postal address: Postboks 354

Town: Mo i Rana

Postcode: 8601

Country subdivision (NUTS): Nordland/Nordlândia (NO071)

Country: Norway

Contact point: Gina Synnøve Andreassen

Email: gina.synnove.andreassen@nav.no

Telephone: 90683427

Internet address: <http://www.nav.no/>

Roles of this organisation:

Buyer

8.1. ORG-0002

Official name: Oslo tingrett

Registration number: 926 725 939

Postal address: C. J. Hambros plass 4
Town: Oslo
Postcode: 0164
Country subdivision (NUTS): Oslo (NO081)
Country: Norway
Contact point: Gina Andreassen
Email: gina.synnove.andreassen@nav.no
Telephone: 90683427

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: TolkeNett AS
Size of the economic operator: Small
Registration number: 993965294
Postal address: Schweigaards gate 12
Town: OSLO
Postcode: 0185
Country subdivision (NUTS): Oslo (NO081)
Country: Norway
Contact point: TolkeNett AS
Email: post@tolkenett.no
Telephone: 22993299

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0000

The winner is listed on a regulated market

Notice information

Notice identifier/version: c195147c-f480-482e-8926-a81104186bd9 - 01
Form type: Result
Notice type: Contract or concession award notice – standard regime
Notice subtype: 29
Notice dispatch date: 13/04/2026 07:28:13 (UTC+00:00) Western European Time, GMT
Notice dispatch date (eSender): 13/04/2026 08:14:47 (UTC+00:00) Western European Time, GMT
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