

265984-2026 - Result

Norway – Market and economic research; polling and statistics – Framework agreement for assistance with measuring and analysing satisfaction with public services.

OJ S 76/2026 20/04/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Statens vegvesen

Email: mats.stenshagen.noreng@vegvesen.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: Framework agreement for assistance with measuring and analysing satisfaction with public services.

Description: The Norwegian Public Roads Administration, the Directorate of Public Roads and Communications, etc. would like tenders for the delivery of measurements, evaluations, omnibus, half yearly measurements of customer satisfaction and any reputation as needed.

The objective is to gain data and insight about: • Effects of communication measures and activities (Omnibus etc.) • Customer satisfaction with services • Reputation The contracting authority will enter into a contract with one tenderer in this procurement.

Procedure identifier: d26fa292-6595-4910-9705-9f3756a976b8

Previous notice: 5749544c-2b95-4b15-9eb0-bab0d670f9f3-01

Internal identifier: 25/276610

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

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

Additional classification (cpv): 79311000 Survey services, 79320000 Public-opinion polling services, 79330000 Statistical services

2.1.2. Place of performance

Country: Norway

Anywhere in the given country

2.1.3. Value

Estimated value excluding VAT: 5 000 000,00 NOK

Maximum value of the framework agreement: 6 000 000,00 NOK

2.1.4. General information

Legal basis:

5. Lot

5.1. Lot: LOT-0000

Title: Framework agreement for assistance with measuring and analysing satisfaction with public services.

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Main nature of the contract: Services

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5.1.2. Place of performance

Country: Norway

Anywhere in the given country

5.1.3. Estimated duration

Duration: 2 Years

5.1.4. Renewal

Maximum renewals: 2

Other information about renewals: 2+1+1 years. total 4 years

5.1.5. Value

Estimated value excluding VAT: 5 000 000,00 NOK

Maximum value of the framework agreement: 6 000 000,00 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 weighted 40%

Description: Tenderers shall enclose a completed price form. "Annex 1 - Price Form" shall be used.

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

Award criterion number: 40

Criterion:

Type: Quality

Name: The offered personnel's relevant formal competence and experience.

Description: The contracting authority will evaluate the offered personnel's relevant formal competence and experience. Particular emphasis will be put on the offered personnel having experience from and knowledge of: • Development of reputation measurement and analysis and how to use the results of the organisation's improvement work. • Implementation of quantitative and qualitative measurements and evaluation of communication projects and initiatives. • Reputation surveys and market surveys of major public actors. • Analysis and interpretation of data to solve specific problems and answer important questions.

Documentation requirement: Tenderers shall enclose CVs for the offered personnel. The CV shall include detailed information on education and relevant experience, and it ought to be built up as follows: • Personalia • Key qualifications • Education: Year, institution, line, degree • Additional education: Years, institution, description of subjects, credits • Previously executed assignments (contracting authority, size, value and type/nature and the person's role in the assignment).

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

Award criterion number: 30

Criterion:

Type: Quality

Name: Assignment comprehension weighted 30%

Description: Assignment comprehension and solution proposal for reputation surveys. The contracting authority will evaluate the tenderer's understanding of the need/assignment and the description of how the tenderer will proceed to solve the assignment. Documentation requirement: Tenderers shall enclose a description (maximum three pages) that explains how you understand and how you propose to solve the assignment (customer satisfaction survey, possibly qualitative follow-up). - Describe the tool and methodology that you want to use for measuring and analysing - Make an estimated time schedule for execution (customer satisfaction survey, possibly qualitative follow-up).

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

Award criterion number: 30

Criterion:

Type: Quality

Name: Environment

Description: According to its nature, the procurement has a climate footprint and an environmental impact that is immaterial, cf. the Public Procurement Regulations § 7-9 (5). The procurement is, in its nature, a consultancy procurement where the main service is the consultant's work efforts. The work is typically office work which means that surveys shall be prepared and carried out in various sizes. In addition the answers shall be analysed, and reports shall be prepared and presentations will be submitted. It is expected that meetings and communication will take place digitally, so it is expected that little to no travel activity. Based on this, the service has a climate footprint and an environmental impact that is assessed as immaterial. The contracting authority is therefore exempt from the obligations to weight the environment 30% or to prioritise the environment among the highest prioritised award criteria, cf. the Public Procurement Regulations § 7-9 (5), cf. (1)-(4).

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

Award criterion number: 0

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: In accordance with the regulations

6. Results

Maximum value of the framework agreements in this notice: 6 000 000,00 NOK

Approximate value of the framework agreements

:

5 000 000,00

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: 6 000 000,00 NOK

Re-estimated value of the framework agreement: 5 000 000,00 NOK

6.1.2. Information about winners

Winner:

Official name: Opinion

Tender:

Tender identifier: Rammeavtale kjøp bistand til måling og analyse av tilfredshet med publikumstjenester - Opinion

Identifier of lot or group of lots: LOT-0000

Subcontracting: No

Contract information:

Identifier of the contract: Rammeavtale kjøp bistand til måling og analyse av tilfredshet med publikumstjenester - Opinion

Date of the conclusion of the contract: 16/04/2026

The contract is awarded within a framework agreement: no

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

Number of tenders or requests to participate received: 6

8. Organisations

8.1. ORG-0001

Official name: Statens vegvesen

Registration number: 971032081

Department: Fellesfunksjoner

Postal address: Skoggata 19

Town: Moss

Postcode: 1500

Country subdivision (NUTS): Østfold (NO083)

Country: Norway
Contact point: Mats Stenshagen Noreng
Email: mats.stenshagen.noreng@vegvesen.no
Telephone: +93 408798
Internet address: <https://www.vegvesen.no>
Buyer profile: <https://eu.eu-supply.com/ctm/company/companyinformation/index/249176>

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: 0125
Country subdivision (NUTS): Oslo (NO081)
Country: Norway
Email: oslo.tingrett@domstol.no
Telephone: +47 22035200

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: Opinion
Size of the economic operator: Medium
Registration number: 925 808 962
Postal address: Vulkan 16
Town: Oslo
Postcode: 0178
Country subdivision (NUTS): Oslo (NO081)
Country: Norway
Email: hh@opinion.no
Telephone: +47 99261015

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0000

Notice information

Notice identifier/version: 47c629c8-9a6c-427e-aa82-2944dc577bac - 01
Form type: Result
Notice type: Contract or concession award notice – standard regime
Notice subtype: 29
Notice dispatch date: 17/04/2026 07:32:20 (UTC+00:00) Western European Time, GMT
Notice dispatch date (eSender): 17/04/2026 08:01:43 (UTC+00:00) Western European Time, GMT
Languages in which this notice is officially available: English
Notice publication number: 265984-2026
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