

331374-2026 - Competition

Norway – Collection agency services – Framework agreement for debt collection services
OJ S 93/2026 15/05/2026
Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: INNOVASJON NORGE

Email: simon.kaute@innovasjon norge.no

Legal type of the buyer: Public undertaking

Activity of the contracting authority: Economic affairs

2. Procedure

2.1. Procedure

Title: Framework agreement for debt collection services

Description: The aim of the procurement is to cover the contracting authority's need for debt collection services and associated assignments. A significant part of Innovation Norway's business area consists of lending activities. Parts of the portfolio will be subject to breaches, brief or persistent. Between 200 and 250 cases are sent annually to debt collection. The cases are to be sent to a debt collection agency after the second reminder/debt collection notice. It is left to the debt collection provider to continue the receivable work. It shall be possible to report the loan well by the customer paying himself up-to-date. There will also be some other types of cases such as collecting grants and commissions for guarantees, bankruptcy proceedings, etc., innovation Norway care about having a good relationship with its customers. We therefore emphasise that good debt collection practice is emphasised in the case handling. The administration of voluntary repayment schemes with surety is also included in the assignment. Need for assistance with realisation or securing the mortgage can also be relevant in some cases. Long term monitoring is a minor part of the assignment. These are cases where the recection is written off internally, but where follow-up of, primarily, personal debtors shall try to attempt a full or partial refund of the requirement in the longer term. Tenderers must make reporting on loans and interest to the Norwegian Tax Administration for cases on long-term monitoring, as well as sending annual assignments to the customer. Furthermore, there are some cases that must be followed-up in accordance with the Debt Scheme Act. More information on the procurement's purpose and scope is included in annex no. 1 Requirement specification.

Procedure identifier: ad59dd0f-abb1-469f-bef2-69e9f7473add

Internal identifier: 2026/130323

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: no

Main features of the procedure: The estimated annual value of the framework agreement is NOK 1,500,000 - NOK 2.5 million excluding VAT. The contract is also subject to budget changes and the company's priorities being affected by the implementation of the competition and the contractual relationship. Another tenderer can be used if the contracting authority needs it.

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79940000 Collection agency services

2.1.2. Place of performance

Country: Norway

Anywhere in the given country

2.1.4. General information

Legal basis:

Directive 2014/24/EU

Anskaffelsesforskriften - Foa. § 13-2

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document (ESPD)

5. Lot

5.1. Lot: LOT-0000

Title: Framework agreement for debt collection services

Description: The aim of the procurement is to cover the contracting authority's need for debt collection services and associated assignments. A significant part of Innovation Norway's business area consists of lending activities. Parts of the portfolio will be subject to breaches, brief or persistent. Between 200 and 250 cases are sent annually to debt collection. The cases are to be sent to a debt collection agency after the second reminder/debt collection notice. It is left to the debt collection provider to continue the receivable work. It shall be possible to report the loan well by the customer paying himself up-to-date. There will also be some other types of cases such as collecting grants and commissions for guarantees, bankruptcy proceedings, etc., innovation Norway care about having a good relationship with its customers. We therefore emphasise that good debt collection practice is emphasised in the case handling. The administration of voluntary repayment schemes with surety is also included in the assignment. Need for assistance with realisation or securing the mortgage can also be relevant in some cases. Long term monitoring is a minor part of the assignment. These are cases where the recection is written off internally, but where follow-up of, primarily, personal debtors shall try to attempt a full or partial refund of the requirement in the longer term. Tenderers must make reporting on loans and interest to the Norwegian Tax Administration for cases on long-term monitoring, as well as sending annual assignments to the customer. Furthermore, there are some cases that must be followed-up in accordance with the Debt Scheme Act. More information on the procurement's purpose and scope is included in annex no. 1 Requirement specification.

Internal identifier: 2026/130323

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79940000 Collection agency services

5.1.2. Place of performance

Country: Norway

Anywhere in the given country

5.1.3. Estimated duration

Duration: 24 Months

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project not financed with EU Funds.

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

5.1.9. Selection criteria

Sources of selection criteria: European Single Procurement Document (ESPD)

Information about the second stage of a two-stage procedure:

Minimum number of candidates to be invited for the second stage of the procedure: 3

Maximum number of candidates to be invited for the second stage of the procedure: 5

The procedure will take place in successive stages. At each stage, some participants may be eliminated

The buyer reserves the right to award the contract on the basis of the initial tenders without any further negotiations

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: Norwegian

Address of the procurement documents: <https://permalink.mercell.com/283719809.aspx>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://permalink.mercell.com/283719809.aspx>

Languages in which tenders or requests to participate may be submitted: Norwegian

Electronic catalogue: Allowed

Variants: Not allowed

Deadline for receipt of requests to participate: 12/06/2026 10:00:00 (UTC+00:00) Western European Time, GMT

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 5

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: See the procurement regulations and the tender documentation.

Organisation providing more information on the review procedures: INNOVASJON NORGE

8. Organisations

8.1. ORG-0001

Official name: INNOVASJON NORGE

Registration number: 986399445

Postal address: Grev Wedels Plass 9

Town: OSLO

Postcode: 0158

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

Contact point: Simon Kaute

Email: simon.kaute@innovasjon norge.no

Telephone: 22002500

Internet address: <http://www.innovasjon norge.no>

Roles of this organisation:

Buyer

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: Oslo Tingrett

Registration number: 926 725 939

Town: Oslo

Postcode: 0164

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

Roles of this organisation:

Review organisation

Notice information

Notice identifier/version: e6e7b701-f107-4b99-828d-c955ac1db91c - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

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