

Norway-Trondheim: Energy-efficiency consultancy services

OJ S 122/2023 28/06/2023

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Enova SF

National registration number: 983 609 155

Postal address: Brattørkaia 17A

Town: Trondheim

NUTS code: NO Norge

Postal code: 7010

Country: Norway

Contact person: Bjørn H. Aunøien

E-mail: bjorn.hakon.aunoien@enova.no**Internet address(es):**Main address: <https://www.enova.no/>Address of the buyer profile: <https://eu.eu-supply.com/ctm/Company/CompanyInformation/Index/255658>**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: http://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=371307&B=KGVLIGHT

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: http://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=371307&B=KGVLIGHT

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Other type: Government Company - manager of the Climate and Energy Fund

I.5. Main activity

Economic and financial affairs

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

Service provider Enova SF's response service.

Reference number: SID 23/38422

II.1.2. Main CPV code

71314300 Energy-efficiency consultancy services

II.1.3.

Type of contract

Services

II.1.4. Short description

The purpose of the procurement is for Enova to enter into a contract with a tenderer that will undertake the operation of Enova's response service ('the Response Service') on behalf of Enova.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

71315100 Building-fabric consultancy services, 71315210 Building services consultancy services, 71321400 Ventilation consultancy services, 79510000 Telephone-answering services , 90713000 Environmental issues consultancy services

II.2.3. Place of performance

NUTS code: NO Norge

II.2.4. Description of the procurement

The purpose of the procurement is for Enova to enter into a contract with a tenderer that will undertake the operation of Enova's response service ('the Response Service') on behalf of Enova.

The assignment (the service provision) includes guidelines on Enova's support offer and the Energy Labelling Scheme, as well as general consulting on topics in Enova's work areas. The service provision is connected to incoming and outgoing telephone enquiries, email and internet enquiries (chat and social media). Whilst carrying out the assignment, the tenderer will serve incoming and outgoing enquiries for Enova with set requirements for customer statistics, including response time and customer satisfaction.

It is a prerequisite that tenderers have the necessary understanding of Enova's framework terms, and is familiar with the goals of the Energy Fund as stated in Ot.prp.no. 35 (2000-2001) and Inst. O. no. 59 (2000 – 2001). Tenderers are also expected to have good insight in the white paper Climate Plan for 2021–2030 (Meld. St. 13 (2020-2021)) and Energy for Work - long term value creation from Norwegian energy resources (Meld. St. 36 (2020 -2021)), as well as current contracts between Enova and KLD. It is a prerequisite that tenderers are familiar with relevant EU directives and that tenderers have relevant knowledge on the Energy Labelling Scheme for buildings and energy assessments of technical installations in buildings. Note that new main documents can be added in the contract period.

The tenderer will be obliged to operate Enova's response service in such a manner that the activity contributes to the fulfilment of Enova's objectives. See the specification in the tender documentation for further information on the scope and content.

The current contract period expires on 31.12.2023. The tenderer will be expected to be operative on 01.01.2024 at the latest.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

The assignment will be valid for two (2) years, with an option to extend for a further one (1) year, to a total maximum of three (3) years.

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged minimum number: 3 Maximum number: 5 Objective criteria for choosing the limited number of candidates:

If there are more than five (5) tenderers who fulfil the minimum qualification requirements register, the contracting authority will rank the tenderers according to the response to tender documentation point 9.7 'Requirement for technical and professional qualifications'.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

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

II.2.14. Additional information

The annual contract sum for the assignment is between NOK 10 million and NOK 25 million. Enova is working on an internal project with the goal of making work processes in the entity more efficient. Attention is therefore drawn to the fact that the result of this work can lead to changes in the content and/or scope of the assignment in the contract period.

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

The qualification requirements are described in the tender documentation.

III.1.2. Economic and financial standing

List and brief description of selection criteria:

The qualification requirements are described in the tender documentation.

III.1.3. Technical and professional ability

List and brief description of selection criteria:

The qualification requirements are described in the tender documentation.

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Competitive procedure with negotiation

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.4. Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

IV.1.5. Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

IV.2. Administrative information

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 23/08/2023 Local time: 13:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

Date: 08/09/2023

IV.2.4. Languages in which tenders or requests to participate may be submitted

Norwegian

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 31/12/2023

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Trøndelag tingrett

Town: Trondheim

Postal code: 7013

Country: Norway

VI.5. Date of dispatch of this notice

23/06/2023