

**Norway-Bergen: Business services: law, marketing, consulting, recruitment, printing and security**  
**OJ S 136/2022 18/07/2022**  
**Contract notice – utilities**  
**Services**

**Legal Basis:**

Directive 2014/25/EU

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**Section I: Contracting entity**

**I.1. Name and addresses**

Official name: Skyss

National registration number: 992 051 825

Postal address: Postboks 7900

Town: Bergen

NUTS code: NO0A2 Vestland

Postal code: 5020

Country: Norway

Contact person: Gry Loftesnes Skyss

E-mail: [gry.loftesnes@vlfk.no](mailto:gry.loftesnes@vlfk.no)

**Internet address(es):**

Main address: <https://www.skyss.no/>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://tendsign.no/doc.aspx?Uniqueld=afajvbtcxw&GoTo=Docs>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://tendsign.no/doc.aspx?Uniqueld=afajvbtcxw&GoTo=Tender>

**I.6. Main activity**

Recreation, culture and religion

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**Section II: Object**

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

**II.1.1. Title**

Market and customer surveys for Skyss

Reference number: SKYSS/22/27

**II.1.2. Main CPV code**

79000000 Business services: law, marketing, consulting, recruitment, printing and security

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

The procurement involves 2 lots (delivery packages):

1. On-board surveys

2. Other customer and market surveys and Skyss customer panel

### **II.1.5. Estimated total value**

Value excluding VAT: 22 000 000,00 NOK

### **II.1.6. Information about lots**

This contract is divided into lots: yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 2

## **II.2. Description**

### **II.2.1. Title**

Lot 1: On-board survey

Lot No: 1

### **II.2.2. Additional CPV code(s)**

79000000 Business services: law, marketing, consulting, recruitment, printing and security,  
79310000 Market research services, 79311000 Survey services, 79311200 Survey conduction services

### **II.2.3. Place of performance**

NUTS code: NO0A2 Vestland

### **II.2.4. Description of the procurement**

To cover Skyss' need for insight into customers' experiences on specific trips based on a survey on board the means of transport (on-board surveys) and an associated web solution where the results are updated daily

Lot 1 On-board survey is entered into as an ongoing service contract. The estimated value of the contract is approx. NOK 2-3 million per year.

### **II.2.5. Award criteria**

Criteria below

Quality criterion - Name: Quality of the execution of the service / Weighting: 30

Price - Weighting: 70

### **II.2.6. Estimated value**

Value excluding VAT: 12 000 000,00 NOK

### **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 contract can be renewed for 1+1 years, for a total of 4 years.

### **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**

## **II.2. Description**

### **II.2.1. Title**

Lot 2: Other customer and market surveys and Skyss customer panel  
Lot No: 2

### **II.2.2. Additional CPV code(s)**

79310000 Market research services, 79311000 Survey services, 79311200 Survey conduction services, 79342310 Customer survey services

### **II.2.3. Place of performance**

NUTS code: NO0A2 Vestland

### **II.2.4. Description of the procurement**

To cover Skyss' need for assistance with the implementation of other types of customer and market surveys, as well as the management and use of Skyss' customer panel  
For more detailed information about the contents and scope of the procurement, refer to the Contract with attachments.

Lot 2 contains a fixed service element, handling of Skyss' customer panel, and a variable service portion, implementation of other customer and market surveys. The contracting authority will call for these services as needed, so that the contract is a framework agreement. The estimated value of the contract is approx. NOK 1.5-2.5 million per annum.

### **II.2.5. Award criteria**

Criteria below

Quality criterion - Name: Quality of the implementation of the service / Weighting: 30

Price - Weighting: 70

### **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 contract can be renewed for 1+1 years, for a total of 4 years.

### **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**

## **Section III: Legal, economic, financial and technical information**

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### **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:

Requirement: Tenderers must be a legally established company. Documentation: Norwegian tenderers:

Company registration certificate from the Brønnøysund Register Centre\* <http://altinn.no>

Foreign tenderers:

Proof that the company is registered in the trade register or company register as mandated in the legislation of the country where the tenderer is established.

Groups of tenderers:

If a group of tenderers is considering to submit a tender together, a legal company with joint and several liability must be established before the contract is signed.

### **III.1.2. Economic and financial standing**

List and brief description of selection criteria:

Requirement: Tenderers must have sufficient economic and financial strength to fulfil the contract. Documentation: Annual accounts

The tenderer's annual accounts including notes with the board's and auditor's report for the last three accounting years.

If the auditor approved accounts for 2021 are not available, the provision accounts for 2021 will be sufficient.

Annex E Key Information must be completed and attached.

Credit assessment: The contracting authority reserves the right to carry out a credit check with the help of an independent credit rating company. Financial strength will be evaluated in relation to turnover, operating profit margin, equity share and liquidity.

If a tenderer, due to valid reasons, cannot present the requested documentation, he can prove his economic and financial position with other documentation that the contracting authority can accept.

### **III.1.3. Technical and professional ability**

List and brief description of selection criteria:

Requirement: Tenderers must have sufficient experience from similar services.

Documentation: The tenderer's references for relevant assignments in the last 3 years. The references must, as a minimum, include the information requested in Annex D, which must be completed and attached.

If a tenderer can only refer to reference assignments as a sub-provider, the requirement can be deemed to be fulfilled if the contracting authority assesses it as probable that the tenderer himself has had a role or responsibility that can be compared with experience gained as a responsible contract party.

Requirement. Tenderers must have a quality assurance system.

The main tenderer cannot rely on other suppliers to fulfil this requirement.

Documentation: A description of the quality assurance system. Attach any certifications of the tenderer's quality assurance system.

If a tenderer is certified in accordance with ISO 9001 or equivalent quality assurance certification, it is sufficient to attach a copy of the valid certificate.

The main tenderer must fulfil this requirement.

## **III.2. Conditions related to the contract**

### **III.2.2. Contract performance conditions**

The contract will contain requirements concerning wages and working conditions, documentation and sanctions in accordance with regulations on wages and working conditions dated 8 February 2008 no. 112. This also applies to contracts with a lower value than those that are covered by the regulations.

## Section IV: Procedure

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### IV.1. Description

#### IV.1.1. Type of procedure

Negotiated procedure with prior call for competition

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

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

In the case of framework agreements, provide justification for any duration exceeding 8 years:

A framework agreement will be entered into with up to two tenderers, one for each lot (sub-contract).

#### 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: 23/08/2022 Local time: 12:00

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

Date: 24/08/2022

#### 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: 16/12/2022

## Section VI: Complementary information

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### VI.1. Information about recurrence

This is a recurrent procurement: no

### VI.3. Additional information

Mercell notice: <https://opic.com/id/afajvbtcxw>

### VI.4. Procedures for review

#### VI.4.1. Review body

Official name: Bergen tingrett

Town: Bergen

Country: Norway

### VI.5. Date of dispatch of this notice

13/07/2022

