

Norway-Molde: Customer satisfaction survey

OJ S 230/2020 25/11/2020

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Møre og Romsdal Fylkeskommune, Samferdsel

National registration number: 944183779

Postal address: Julsundvegen 9

Town: Molde

NUTS code: NO Norge

Postal code: 6404

Country: Norway

Contact person: Anne Høystakli

E-mail: anne.hoystakli@mrfylke.no

Telephone: +47 71280274

Internet address(es):

Main address: <https://permalink.mercell.com/143578083.aspx>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://permalink.mercell.com/143578083.aspx>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://permalink.mercell.com/143578083.aspx>

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Customer Satisfaction Surveys for FRAM

Reference number: 2020/17021

II.1.2. Main CPV code

79342311 Customer satisfaction survey

II.1.3. Type of contract

Services

II.1.4. Short description

Møre og Romsdal County, c/o FRAM currently participates in the Public Transport Barometer, a national survey from all of the country's counties. In order to improve knowledge on existing and potential customers in Møre og Romsdal, FRAM would like to carry out customer satisfaction surveys under our own management. We are looking for an external tenderer that can carry out these surveys. The survey will cover bus trips.

The survey will contribute to FRAM acquiring necessary knowledge on travel habits, preferences, attitudes, and experiences of the bus service amongst the population in Møre og Romsdal.

The contract will be valid for 2 years, with an option to extend for a further 1 year. See Annex 4, Assignment Description, for further information on the assignment.

II.1.5. Estimated total value

Value excluding VAT: 3 000 000,00 NOK

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

79311200 Survey conduction services

II.2.3. Place of performance

NUTS code: NO053 Møre og Romsdal

II.2.4. Description of the procurement

Møre og Romsdal County, c/o FRAM currently participates in the Public Transport Barometer, a national survey from all of the country's counties. In order to improve knowledge on existing and potential customers in Møre og Romsdal, FRAM would like to carry out customer satisfaction surveys under our own management. We are looking for an external tenderer that can carry out these surveys. The survey will cover bus trips.

The survey will contribute to FRAM acquiring necessary knowledge on travel habits, preferences, attitudes, and experiences of the bus service amongst the population in Møre og Romsdal.

The contract will be valid for 2 years, with an option to extend for a further 1 year. See Annex 4, Assignment Description, for further information on the assignment.

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

Value excluding VAT: 3 000 000,00 NOK

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

Start: 22/01/2021 End: 31/12/2022

This contract is subject to renewal: yes

Description of renewals:

Option for an extension for a further 1 year.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Option for an extension for a further 1 year.

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 IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

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

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: 30/12/2020 Local time: 15:00

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

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: 30/04/2021

IV.2.7. Conditions for opening of tenders

Date: 30/12/2020 Local time: 15:00

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: Romsdal Tingrett

Town: Molde

Country: Norway

VI.5.

Date of dispatch of this notice

20/11/2020