

Norway-Oslo: Research and development services and related consultancy services

OJ S 198/2023 13/10/2023

Contract notice**Services****Legal Basis:**

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Arbeids- og inkluderingsdepartementet

National registration number: 983 887 457

Postal address: Postboks 8019 Dep

Town: Oslo

NUTS code: NO081 Oslo

Postal code: 0030

Country: Norway

Contact person: Frode Alexander Igesund

E-mail: Frode-Alexander.Igesund@dss.dep.no

Telephone: +47 22249090

Internet address(es):Main address: <https://www.regjeringen.no/no/dep/aid/id165/>Address of the buyer profile: <https://eu.eu-supply.com/ctm/Company/CompanyInformation/Index/329002>**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=381206&B=DFO

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=381206&B=DFO

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

I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

General public services

Section II: Object

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

Research and review assignment on availability of NAV offices

Reference number: 23/858

II.1.2. Main CPV code

73000000 Research and development services and related consultancy services

II.1.3. Type of contract

Services

II.1.4. Short description

Different evaluations and surveys have asked questions about the NAV offices' availability, particularly for users that are not seen to adequately on the telephone or by digital services. With this background we would like to get more and collected knowledge on the availability of services in the Norwegian Labour and Welfare Organisation.

The aim of the procurement is that the ministry gets an updated knowledge basis on the availability of NAV offices.

See annex 1 of the contract for further details.

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)

73000000 Research and development services and related consultancy services, 73210000 Research consultancy services, 73220000 Development consultancy services, 79311100 Survey design services, 79311200 Survey conduction services, 79311300 Survey analysis services, 79342310 Customer survey services, 79342311 Customer satisfaction survey

II.2.3. Place of performance

NUTS code: NO081 Oslo

II.2.4. Description of the procurement

Different evaluations and surveys have asked questions about the NAV offices' availability, particularly for users that are not seen to adequately on the telephone or by digital services. With this background we would like to get more and collected knowledge on the availability of services in the Norwegian Labour and Welfare Organisation.

The aim of the procurement is that the ministry gets an updated knowledge basis on the availability of NAV offices.

- The survey must give more and collected knowledge on the availability of services in the NAV office through various forms of contact.
- The survey must include both state and municipal services, and the availability of them via telephone/NAV Contact Centre, email, digital systems, attendance at a NAV office, and/or physical meetings other places.
- Questions we would like to get highlighted and discussed are:
 - o How is the availability of the NAV office for users and cooperation partners?
 - o What conditions are significant for the availability of services in the NAV office?
 - o What contributes to better availability at the NAV office for users and cooperation partners?
 - o What are the biggest challenges connected to the availability of services in the NAV office?

Are there particular challenges connected to the availability of the social services?

o What are the consequences or possible consequences of a lack of availability?

The project period for the assignment is provisionally from when the contract is signed

(tentatively December 2023) until the submission of the final report (tentatively June 2025).

The estimated contract value is NOK 3,000,000 excluding VAT, with 1/3 being paid on 1 June 2024, and 1/3 being paid after submission of the interim report, deadline 29.11.2024. The remaining 1/3 will be paid when the final report is submitted to the contracting authority. See annex 1 of the contract for further details.

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

Duration in months: 7

This contract is subject to renewal: no

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

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:

Requirements: Tenderers must be a legally established company.

Documentation:

Norwegian companies: Company registration certificate or a printout from the Unit Register for sole proprietorships not required to register.

Foreign tenderers: Verification that the tenderer is registered in a trade or business register as prescribed by the law of the country where the tenderer is established. The verification can be submitted in writing or by referring to BRIS.

III.1.2. Economic and financial standing

List and brief description of selection criteria:

Requirement: Paid taxes and duties.

Documentation:

A certificate, not older than 6 months, which verifies that the tenderer has fulfilled the obligations of payment of taxes, social security contributions and VAT. The certificate can be ordered and obtained from Altinn by using a separate link on skatteetaten.no. Foreign tenderers must provide certificates from equivalent authorities to the Norwegian authorities.

Requirement: Tenderers must be able to show adequate economic and financial capacity for the delivery.

Documentation:

A credit rating with key figures from a recognised credit assessment company, or other form of documentation to verify that the requirement has been met.

III.1.3. Technical and professional ability

List and brief description of selection criteria:

Requirement:

Tenderers must have sufficient ability and experience to be able to execute a contract of a similar nature and scope.

Documentation:

- A description of up to three of the tenderer's most relevant assignments in the last seven years, together with information on the contract's value, date of delivery or execution, and the name of the recipient (if possible).

Relevant assignments means research on public services for users and cooperation with other bodies, preferably in the Norwegian Labour and Welfare Organisation. We would like tenderers to refer to research assignments from both municipal and state sectors.

Tenderers are responsible for ensuring that the description is of such a nature that it verifies that the requirement has been met.

Requirement:

Tenderers must have sufficient capacity to be able to execute a contract of a similar nature and scope.

Documentation:

- A statement of the tenderer's average annual workforce in the last three years.

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: 16/11/2023 Local time: 12:00

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: 29/02/2024

IV.2.7. Conditions for opening of tenders

Date: 16/11/2023 Local time: 12:00

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: Oslo Tingrett

Postal address: Postboks 2106 Vika

Town: OSLO

Postal code: 0125

Country: Norway

E-mail: oslo.tingrett@domstol.no

Telephone: +47 22035200

Internet address: <https://www.regjeringen.no/no/dep/asd/id165/>

VI.4.2. Body responsible for mediation procedures

Official name: Oslo Tingrett

Postal address: Postboks 2106 Vika

Town: Oslo

Postal code: 0125

Country: Norway

E-mail: oslo.tingrett@domstol.no

Internet address: <http://www.domstol.no/otir>

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Arbeids- og inkluderingsdepartementet

Postal address: Postboks 8019 Dep,

Town: Oslo

Postal code: 0030

Country: Norway

E-mail: postmottak@aid.dep.no

VI.5. Date of dispatch of this notice

09/10/2023