

628473-2026 - Competition

Norway – Energy-efficiency consultancy services – Consultancy services when Enova SF's new response service is initiated.

OJ S 176/2026 11/09/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Enova SF

Email: bjorn.hakon.aunoien@enova.no

Legal type of the buyer: Public undertaking

Activity of the contracting authority: Economic affairs

2. Procedure

2.1. Procedure

Title: Consultancy services when Enova SF's new response service is initiated.

Description: Enova's most important means is investment support for projects, whether it is for large projects in the industry or for minor measures in households. Enova shall administer the community's funds so that these provide the greatest possible benefit to the community. By covering some of the additional costs that the market incurs by choosing more energy- and climate-friendly solutions, Enova shall contribute to lifting up climate projects. Enova also has guidance. Enova's response service has been operated remotely for over 20 years. Enova is now in the process of handling this service with her own employees. Small projects give information and advice, preferably on Enova's support offer, on Enova's website, through the newsletter and Enova's guidance service. Enova would like to enter into a contract for consultancy services for the establishment and operation of Enova SF's new response service. The objective of the procurement is to ensure that Enova has sufficient competence and capacity to handle enquiries and training in a transitional period until the internal response service is fully operative. The assignment includes consultancy services for guidance on Enova's support offer and the Energy Label Scheme as well as some guidance on topics within Enova's work areas. The tenderer shall serve the agreed upon in and outbound enquiries for Enova in accordance with the response service's fixed requirements for customer statistics, including response time and customer satisfaction. The consultants will be a part of Enova's newly established guidance service, and the work methodology and requirements for the service set by Enova will be followed by the consultants. The consultants' offices can be different from Trondheim, but some journeys to Trondheim during the agreement period must be expected. The estimated scope of the contract is equivalent to up to 2 FTE (full-time equivalents) in the period from 01.03.27 to 31.12.27. See the tender documentation for further details on the assignment.

Procedure identifier: 7b5bb300-bfaf-4870-9cf2-5332746ae74a

Internal identifier: SID 26/25854

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 71314300 Energy-efficiency consultancy services

Additional classification (cpv): 71315100 Building-fabric consultancy services, 71315210

Building services consultancy services, 71321400 Ventilation consultancy services, 79510000

Telephone-answering services, 90713000 Environmental issues consultancy services

2.1.2. Place of performance

Anywhere

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Corruption: Is the tenderer himself or a person, who is a member of the tenderer's administration, management or supervisory body or has the competence to represent or control or make decisions in such bodies, by enforceable judgement been convicted of corruption by a verdict handed down not more than five years ago, or a rejection period determined directly in the judgement that still applies? Corruption as defined in Article 3 of the Convention on Combating Corruption, involving European Communities or European Union member states (EUT C 195 of 25.6.1997, s. 1), and in Article 2, point 1, in the Council's framework decision 2003/568/RIA of 22 July 2003 on combating corruption in the private sector (EUT L 192 of 31.7.2003, p. 54). This rejection reason also includes corruption as defined in national law for the contracting authority or supplier.

Fraud: Is the tenderer himself or a person, who is a member of the tenderer's administration, management or supervisory body or has the competence to represent or control or make decisions in such bodies, at the time a legally convicted of fraud has been convicted of fraud by a verdict handed down not more than five years ago, or a rejection period determined directly in the judgement that still applies? Fraud included in Article 1 of the Convention on protection of the Financial Interests of the European Communities (EFT C 316 of 27.11.1995, p. 48).

Money laundering or terrorist financing: Is the tenderer himself or a person, who is a member of the tenderer's administration, management or supervisory body or has the competence to represent or control or make decisions in such bodies, in the event a legal verdict has been convicted of money laundering or financing terrorism by a verdict handed down no more than five years ago, or a rejection period set out directly in the judgement that still applies? Money laundering or financing terrorism As defined in Article 1 of the European Parliament and Council Directive 2005/60/EF of 26 October 2005 on preventive measures against the use of the financial system for money laundering and financing terrorism (EUT L 309 of 25.11.2005, p. 15).

Participation in a criminal organisation: Is the tenderer himself or a person, who is a member of the tenderer's administration, management or supervisory body or has the competence to represent or control or make decisions in such bodies, at the time a legally convicted verdict of participation in a criminal organisation by a verdict handed down no more than five years ago, or a rejection period set out directly in the judgement that still applies? Participation in a criminal organisation as defined in Article 2 of the Council's framework decision 2008/841/RIA of 24 October 2008 on control of organised crime (EUT L 300 of 11.11.2008, p. 42)

Terrorist offences or offences linked to terrorist activities: Is the tenderer himself or a person, who is a member of the tenderer's administration, management or supervisory body, or has the competence to represent or control or make decisions in such bodies, in the event a legal

verdict has been convicted of acts of terrorism or criminal acts connected to terrorist activities by a verdict handed down no more than five years ago, or a rejection period set directly in the judgement that still applies? Acts of terrorism or criminal acts relating to terrorist activity as defined in Article 1 and 3 of the Council's framework decision 2002/475/RIA of 13 June 2002 on combating terrorism (EFT L 164, af 22.6.2002, p. 3). This rejection reason also includes incitement to, participation or attempts to commit such actions as included in Article 4 in the mentioned framework decision.

Child labour and including other forms of trafficking in human beings: Is the tenderer himself or a person, who is a member of the tenderer's administration, management or supervisory body or has the competence to represent or control or make decisions in such bodies, in the event a legal verdict has been convicted of child labour and other forms of human trafficking by a verdict handed down no more than five years ago, or a rejection period determined directly in the judgement that still applies? Child labour and other forms of human trafficking as defined in Article 2 of the European Parliament and council directive 2011/36/EU of 5. 1 April 2011 on the prevention and control of human trafficking and the protection of its victims and for compensation of the Council's framework decision 2002/629/RIA (EUT L 101 of 15.4.2011, p. 1).

Breaching of obligations in the fields of environmental law: Is the tenderer aware of breaches of environmental provisions as stated in national law, the relevant notice or procurement documents or Article 18 (2) of Directive 2014/24/EU.

Breaching of obligations in the fields of labour law: Is the tenderer aware of breaches of provisions on working conditions as stated in national law, the relevant notice or procurement documents or Article 18 (2) of Directive 2014/24/EU.

Breaching of obligations in the fields of social law: Is the tenderer aware of breaches of provisions on social conditions as stated in national law, the relevant notice or procurement documents or Article 18 (2) of Directive 2014/24/EU.

Agreements with other economic operators aimed at distorting competition: Has the tenderer entered into agreement(s) with other tenderers with the intention of turning the competition?

Grave professional misconduct: Has the tenderer committed serious errors in professional practice? If relevant, see the definitions in national law, the relevant notice or procurement documents.

Misrepresentation, withheld information, unable to provide required documents or obtained confidential information of this procedure: Have the tenderer:a) given grossly incorrect information when notifying the information required to verify that there is no basis for rejection, or of the qualification requirements being met,b) failed to provide such information,c) subject to immediately submitting the supporting documents requested by the Contracting Authority, ord) improperly affecting the Contracting Authority's decision process to acquire confidential information that could give this an unlawful advantage in connection with competition, or negligently has given misleading information that can have a significant influence on decisions on rejection, selection or award?

Conflict of interest due to its participation in the procurement procedure: Are tenderers aware of a conflict of interest as stated in national law, the relevant notice or procurement documents?

Direct or indirect involvement in the preparation of this procurement procedure: Has the tenderer or an entity associated with the supplier advised the contracting authority or in another way been involved in the planning of the competition?

Early termination, damages, or other comparable sanctions: Has the tenderer committed significant breaches of contract in connection with the fulfilment of a previous public contract, a previous contract with a public contracting authority or a previous concession contract, where the breach has led to the cancellation of the contract, compensation or other similar sanctions?

Breaching obligation relating to payment of social security contributions: Have tenderers failed to fulfil all their social security obligations in the country where they are established and in their member state, if this is a different country than what he is established in?

Breaching obligation relating to payment of taxes: Has the tenderer not fulfilled his tax and duty obligations in the country in which he is established, and in the contracting authority's member state, if this is a different country than what he is established in?

Business activities are suspended: Specify why, under the mentioned circumstances, one is able to carry out the contract, considering the current national provisions and measures for continuing the business activities? It is not necessary to provide this information if rejection of tenderers made mandatory in accordance with the current national law without the possibility for exceptions.

Bankruptcy: Is the tenderer in a bankruptcy situation? Specify why, under the mentioned circumstances, one is able to carry out the contract, considering the current national provisions and measures for continuing the business activities? It is not necessary to provide this information if rejection of tenderers made mandatory in accordance with the current national law without the possibility for exceptions.

Arrangement with creditors: Is the supplier in a situation where he has been forced debt arrangement? Specify why, under the mentioned circumstances, one is able to carry out the contract, considering the current national provisions and measures for continuing the business activities? It is not necessary to provide this information if rejection of tenderers made mandatory in accordance with the current national law without the possibility for exceptions.

Insolvency: Is the tenderer in an insolvency situation? Specify why, under the mentioned circumstances, one is able to carry out the contract, considering the current national provisions and measures for continuing the business activities? It is not necessary to provide this information if rejection of tenderers made mandatory in accordance with the current national law without the possibility for exceptions.

Assets being administered by liquidator: Specify why, under the mentioned circumstances, one is able to carry out the contract, considering the current national provisions and measures for continuing the business activities? It is not necessary to provide this information if rejection of tenderers made mandatory in accordance with the current national law without the possibility for exceptions.

Analogous situation like bankruptcy, insolvency or arrangement with creditors under national law: Is the supplier in a situation where he has been forced debt arrangement? Specify why, under the mentioned circumstances, one is able to carry out the contract, considering the current national provisions and measures for continuing the business activities? It is not necessary to provide this information if rejection of tenderers made mandatory in accordance with the current national law without the possibility for exceptions.

5. Lot

5.1. Lot: LOT-0000

Title: Consultancy services when Enova SF's new response service is initiated.

Description: Enova's most important means is investment support for projects, whether it is for large projects in the industry or for minor measures in households. Enova shall administer the community's funds so that these provide the greatest possible benefit to the community. By covering some of the additional costs that the market incurs by choosing more energy- and climate-friendly solutions, Enova shall contribute to lifting up climate projects. Enova also has guidance. Enova's response service has been operated remotely for over 20 years. Enova is now in the process of handling this service with her own employees. Small projects give information and advice, preferably on Enova's support offer, on Enova's website, through the

newsletter and Enova's guidance service. Enova would like to enter into a contract for consultancy services for the establishment and operation of Enova SF's new response service. The objective of the procurement is to ensure that Enova has sufficient competence and capacity to handle enquiries and training in a transitional period until the internal response service is fully operative. The assignment includes consultancy services for guidance on Enova's support offer and the Energy Label Scheme as well as some guidance on topics within Enova's work areas. The tenderer shall serve the agreed upon in and outbound enquiries for Enova in accordance with the response service's fixed requirements for customer statistics, including response time and customer satisfaction. The consultants will be a part of Enova's newly established guidance service, and the work methodology and requirements for the service set by Enova will be followed by the consultants. The consultants' offices can be different from Trondheim, but some journeys to Trondheim during the agreement period must be expected. The estimated scope of the contract is equivalent to up to 2 FTE (full-time equivalents) in the period from 01.03.27 to 31.12.27. See the tender documentation for further details on the assignment.

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Telephone-answering services, 90713000 Environmental issues consultancy services

5.1.2. Place of performance

Anywhere

5.1.3. Estimated duration

Start date: 01/03/2027

Duration end date: 31/12/2027

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

This procurement is also suitable for small and medium-sized enterprises (SMEs): yes

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.10. Award criteria

Criterion:

Type: Quality

Name: Competence and experience for offered resource persons

Description: See the tender documentation

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 70

Criterion:

Type: Price

Name: Price

Description: See the tender documentation

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 30

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: Norwegian

Address of the procurement documents: https://eu.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=460717&TID=200421125&B=

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: https://eu.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=460717&TID=200421125&B=

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

Electronic catalogue: Not allowed

Variants: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of tenders: 14/10/2026 11:00:00 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 45 Days

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: no

Electronic payment will be used: yes

5.1.15. Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Trøndelag tingrett

Information about review deadlines: The waiting period is minimum 10 days after notification of contract award.

Organisation providing more information on the review procedures: Enova SF

Organisation receiving requests to participate: Enova SF

Organisation processing tenders: Enova SF

8. Organisations

8.1. ORG-0001

Official name: Enova SF

Registration number: 983609155

Postal address: Brattørkaia 17A

Town: Trondheim

Postcode: 7010

Country subdivision (NUTS): Trøndelag/Tröndelage (NO060)

Country: Norway

Contact point: Bjørn H. Aunøien

Email: bjorn.hakon.aunoien@enova.no

Telephone: +47 73190430

Internet address: <https://www.enova.no/>

Buyer profile: <https://eu.eu-supply.com/ctm/company/companyinformation/index/255658>

Roles of this organisation:

Buyer

Organisation receiving requests to participate

Organisation processing tenders

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: Trøndelag tingrett

Registration number: 926722794

Town: Trondheim

Postcode: 7010

Country subdivision (NUTS): Trøndelag/Tröndelage (NO060)

Country: Norway

Contact point: Trøndelag tingrett

Email: trondelag.tingrett@domstol.no

Telephone: +4773542400

Roles of this organisation:

Review organisation

Notice information

Notice identifier/version: 81368a7c-faba-4769-ab2c-457981ce3f53 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

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