

680775-2026 - Competition

Norway – Supply services of personnel including temporary staff – Customer Advisors

OJ S 191/2026 02/10/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Ruter AS

Email: post@ruter.no

Legal type of the buyer: Public undertaking, controlled by a regional authority

Activity of the contracting entity: Urban railway, tramway, trolleybus or bus services

2. Procedure

2.1. Procedure

Title: Customer Advisors

Description: Ruter needs a service provider who can provide qualified customer advisers /informants for various information and guidance assignments. The assignments can i.a. concern deviations in traffic, route changes, events, market activities and other situations where Ruter needs staffing to ensure customer communication and practical assistance.

Procedure identifier: 5feaed3b-4b4a-4867-85cd-23119d7bee8a

Internal identifier: 9292

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79620000 Supply services of personnel including temporary staff

Additional classification (cpv): 79342320 Customer-care services, 79952000 Event services

2.1.2. Place of performance

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

2.1.2. Place of performance

Country subdivision (NUTS): Akershus (NO084)

Country: Norway

2.1.3. Value

Estimated value excluding VAT: 42 000 000,00 NOK

Maximum value of the framework agreement: 55 000 000,00 NOK

2.1.4. General information

Legal basis:

Directive 2014/25/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Analogous situation like bankruptcy, insolvency or arrangement with creditors under national law: 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 in such a situation is obligatory in accordance with the current national law with no exceptions, when the tenderer is still able to carry out the contract.

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 in such a situation is obligatory in accordance with the current national law with no exceptions, when the tenderer is still able to carry out the contract.

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.

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 in such a situation is obligatory in accordance with the current national law with no exceptions, when the tenderer is still able to carry out the contract.

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).

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?

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.

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).

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).

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).

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 in such a situation is obligatory in accordance with the current national law with no exceptions, when the tenderer is still able to carry out the contract.

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.

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 in such a situation is obligatory in accordance with the current national law with no exceptions, when the tenderer is still able to carry out the contract.

Misrepresentation, withheld information, unable to provide required documents or obtained confidential information of this procedure: Has the tenderer: a) given grossly incorrect information with the notification of the information required to verify that there is no basis for rejection, or of the qualification requirements being fulfilled, b) failed to provide such information, c) made reservations immediately to present the supporting documents requested by the contracting authority, or d) improperly affected 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: Is the tenderer 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?

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.

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 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.

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?

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 in such a situation is obligatory in accordance with the current national law with no exceptions, when the tenderer is still able to carry out the contract.

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

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.

Offence concerning its professional conduct in the domain of defence procurement: 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, have been legally convicted of offences regarding professional behaviour in defence procurements?

Lack of reliability to exclude risks to the security of the country: Is the tenderer assessed to lack the reliability necessary to exclude the risk of national security?

Breaching of obligations set under purely national exclusion grounds: The contracting authority shall state that in Norway there are national rejection reasons. These shall be described in the procurement documents. Tenderers must respond to whether they are in one or more of the situations described in the national rejection reasons.

5. Lot

5.1. Lot: LOT-0001

Title: Customer Advisors

Description: Ruter needs a service provider who can provide qualified customer advisers /informants for various information and guidance assignments. The assignments can i.a. concern deviations in traffic, route changes, events, market activities and other situations where Ruter needs staffing to ensure customer communication and practical assistance.

Internal identifier: 12148

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79620000 Supply services of personnel including temporary staff
Additional classification (cpv): 79342320 Customer-care services, 79952000 Event services

5.1.2. Place of performance

Country subdivision (NUTS): Oslo (NO081)
Country: Norway

5.1.2. Place of performance

Country subdivision (NUTS): Akershus (NO084)
Country: Norway

5.1.3. Estimated duration

Duration: 72 Months

5.1.4. Renewal

Maximum renewals: 4

Other information about renewals: 1 + 1 + 1 + 1 years. The framework agreement period is two (2) years. After that the contracting authority has a unilateral right to extend the contract completely or partly for up to 1 year + 1 year + 1 year + 1 year.

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

5.1.9. Selection criteria

Sources of selection criteria: Notice

Criterion: Other economic or financial requirements

Description of selection criterion: Tenderers shall have sufficient economic and financial capacity to fulfil the Contract. Documentation requirements: The contracting authority will carry out a credit rating of the company for Norwegian tenderers to see that the requirement is met. Foreign tenderers must document the requirement by enclosing a credit rating based on the last known accounting figures.

Criterion: Enrolment in a relevant professional register

Description of selection criterion: The tenderer shall be a legally established company.

Documentation requirements: Norwegian tenderers: Company Registration Certificate, not older than 6 months calculated from the application deadline. Foreign tenderers: Proof that the tenderer is registered in a company register, professional register or a commerce register in the country where the tenderer is established.

Criterion: References on specified deliveries

Description of selection criterion: Tenderers shall have good experience with the execution of relevant deliveries. 'relevant deliveries' means assignments that, in content, scope and complexity, are relevant for the services and goods that shall be delivered under the framework agreement. Documentation requirements: Tenderers shall state 3 reference projects from relevant assignments carried out in the last 3 years. Document 01 "Reference Form" shall be filled in and submitted as part of the qualification application. All fields shall be answered. The contracting authority reserves the right to contact the stated references. The description of each reference assignment shall be on a maximum of one A4 page.

Descriptions that exceed the page limitation will not be considered when assessing.

Criterion: Environmental management measures

Description of selection criterion: Tenderers shall have a good and well-functioning environmental management system. Documentation requirements: Describe the company's environmental policy and procedures that document that the company works purposefully to reduce the impact of the environment. Maximum 2 A4 pages. If the environmental work is part of a certified environmental management system (e.g. Eco-lighthouse programme, ISO 14001, EMAS or equivalent third party verified system), it is sufficient to enclose a valid certificate with reference to where the relevant routines are described.

5.1.10. Award criteria

Criterion:

Type: Price

Description: Price

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

Award criterion number: 40

Criterion:

Type: Quality

Description: Solution proposal

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

Award criterion number: 60

Criterion:

Type: Quality

Description: The procurement is for personnel based customer guidance services. These services have, in their nature, an immaterial climate footprint and an immaterial environmental impact. The main service is the customer supervisors' work efforts. Climate and environmental considerations are therefore not weighted as the award criteria, cf. the Utilities Regulations § 7-9.

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

Award criterion number: 0

5.1.11. Procurement documents

Access to certain procurement documents is restricted

Information about restricted documents is available at: <https://app.artifik.no/procurements/9292>

Ad hoc communication channel:

Name: e-Tendering

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://app.artifik.no/procurements/9292>

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

Electronic catalogue: Not allowed

Deadline for receipt of requests to participate: 03/11/2026 11:00:00 (UTC+00:00) Western European Time, GMT

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Conditions relating to the performance of the contract: N/A

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

Financial arrangement: N/A

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 1

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Oslo tingrett

Organisation providing additional information about the procurement procedure: Ruter AS

Organisation providing more information on the review procedures: Ruter AS

Organisation receiving requests to participate: Artifikk AS

8. Organisations

8.1. ORG-0001

Official name: Ruter AS

Registration number: 991609407

Postal address: Dronningens gate 40

Town: Oslo

Postcode: 0154

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

Contact point: Jon Askar Kristensen

Email: post@ruter.no

Telephone: +47 40006700

Internet address: <https://ruter.no>

Buyer profile: <https://ruter.no>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: Oslo tingrett

Registration number: 926725939

Postal address: Postboks 2106 Vika

Town: Oslo

Postcode: 0125

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

Email: oslo.tingrett@domstol.no

Telephone: +47 22035200

Internet address: <https://www.domstol.no/no/domstoler/tingrett/oslo-tingrett/>

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: Artifik AS
Registration number: 925364967
Postal address: Stortingsgata 12
Town: Oslo
Postcode: 0161
Country subdivision (NUTS): Oslo (NO081)
Country: Norway
Email: support@artifik.no
Internet address: <https://artifik.no>
Roles of this organisation:
Procurement service provider
Organisation receiving requests to participate

Notice information

Notice identifier/version: f18277b9-ac50-4c71-92aa-a257de60945a - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 17
Notice dispatch date: 30/09/2026 13:04:44 (UTC+00:00) Western European Time, GMT
Languages in which this notice is officially available: English
Notice publication number: 680775-2026
OJ S issue number: 191/2026
Publication date: 02/10/2026