

90583-2026 - Result

Norway – Market and economic research; polling and statistics – 20250054 Framework agreement user surveys

OJ S 27/2026 09/02/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Skatteetaten

Email: finn.ostby@skatteetaten.no

Legal type of the buyer: Public undertaking

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: 20250054 Framework agreement user surveys

Description: The Norwegian Tax Administration shall enter into a contract with a tenderer for quantitative and qualitative user surveys, including surveys, surveys with experimental design, user insight interviews and user testing.

Procedure identifier: e36f9e56-d1d0-4ca5-9ef1-3469af309b0a

Previous notice: 99e103e2-5ec9-47a3-8b8f-e2c54c2d4267-01

Internal identifier: 2025/2708

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79300000 Market and economic research; polling and statistics

Additional classification (cpv): 79311000 Survey services, 79311100 Survey design services, 79311210 Telephone survey services, 79311300 Survey analysis services

2.1.2. Place of performance

Country: Norway

Anywhere in the given country

2.1.3. Value

Estimated value excluding VAT: 25 000 000,00 NOK

Maximum value of the framework agreement: 30 000 000,00 NOK

2.1.4. General information

Call for competition is terminated

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0000

Title: 20250054 Framework agreement user surveys

Description: The Norwegian Tax Administration shall enter into a contract with a tenderer for quantitative and qualitative user surveys, including surveys, surveys with experimental design, user insight interviews and user testing.

Internal identifier: 2025/2708

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79300000 Market and economic research; polling and statistics

Additional classification (cpv): 79311000 Survey services, 79311100 Survey design services, 79311210 Telephone survey services, 79311300 Survey analysis services

5.1.2. Place of performance

Country: Norway

Anywhere in the given country

5.1.3. Estimated duration

Start date: 01/02/2026

Duration end date: 31/01/2028

5.1.4. Renewal

Maximum renewals: 2

Other information about renewals: Renewal length is 12 months

5.1.5. Value

Estimated value excluding VAT: 25 000 000,00 NOK

Maximum value of the framework agreement: 30 000 000,00 NOK

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

5.1.10. Award criteria

Criterion:

Type: Price

Name: Price

Description: Estimated total price

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

Award criterion number: 40

Criterion:

Type: Quality

Name: Quality

Description: Routines and Methods Case responses Expertise

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

Award criterion number: 60

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Oslo tingrett

Information about review deadlines: The waiting period is minimum 10 days after notification of the chosen tenderer.

Organisation providing more information on the review procedures: Oslo tingrett

Organisation signing the contract: Skatteetaten

6. Results

Maximum value of the framework agreements in this notice: 25 000 000,00 NOK

Approximate value of the framework agreements

:

25 000 000,00

NOK

6.1. Result lot identifier: LOT-0000

Winner selection status: At least one winner was chosen.

Framework agreement:

Maximum value of the framework agreement: 30 000 000,00 NOK

Re-estimated value of the framework agreement: 25 000 000,00 NOK

6.1.2. Information about winners

Winner:

Official name: Mantle NO AS - Veriangroup

Tender:

Tender identifier: Tilbud fra Verian

Identifier of lot or group of lots: LOT-0000

Subcontracting: Yes

Subcontracting value is known: no

Subcontracting percentage is known: no

Contract information:

Identifier of the contract: -

Title: The tender documentation (3) - Two stage Mantle NO AS - Veriangroup

Date on which the winner was chosen: 16/01/2026

Date of the conclusion of the contract: 29/01/2026

Organisation signing the contract: Skatteetaten

6.1.3. Non-winning tenderers

Non-winning tenderers

:

Official name: Opinion AS

Tender:

Tender identifier: Rammeavtale brukerundersøkelser

Identifier of lot or group of lots: LOT-0000

Subcontracting: Yes

Subcontracting value is known: no

Subcontracting percentage is known: no

Non-winning tenderers

:

Official name: Ipsos AS

Tender:

Tender identifier: Ipsos AS

Identifier of lot or group of lots: LOT-0000

Subcontracting: Yes

Subcontracting value is known: no

Subcontracting percentage is known: no

6.1.4. Statistical information**Summary of the review requests the buyer received:**

Number of complainants: 0

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 3

8. Organisations

8.1. ORG-0001

Official name: Skatteetaten

Registration number: 974761076

Department: Anskaffelser

Postal address: Fredrik Selmers vei 4

Town: Oslo

Postcode: 0663

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

Contact point: Finn Bjarne Østby

Email: finn.ostby@skatteetaten.no

Telephone: +47 80080000

Roles of this organisation:

Buyer

Organisation signing the contract

8.1. ORG-0002

Official name: Oslo tingrett

Registration number: 926 725 939

Postal address: Postboks 2106 Vika

Town: Oslo

Postcode: 0125

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

Email: oslo.tingrett@domstol.no

Telephone: 22 03 52 00

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

Roles of this organisation:

Review organisation

Organisation providing more information on the review procedures

8.1. ORG-0003

Official name: Opinion AS

Size of the economic operator: Medium

Registration number: 991897011

Department: Opinion AS
Postal address: Vulkan 16
Town: Oslo
Postcode: 0178
Country subdivision (NUTS): Oslo (NO081)
Country: Norway
Contact point: Irene Øen
Email: irene@opinion.no
Telephone: +4791601971

Roles of this organisation:

Tenderer

8.1. ORG-0004

Official name: Mantle NO AS - Veriangroup
Size of the economic operator: Small
Registration number: 928435091
Department: Verian
Postal address: Lakkegata 23
Town: Oslo
Postcode: 0187
Country subdivision (NUTS): Oslo (NO081)
Country: Norway
Contact point: Roar Dagfinn Hind
Email: roar.hind@veriangroup.com
Telephone: +4748044130

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0000

8.1. ORG-0005

Official name: Ipsos AS
Size of the economic operator: Small
Registration number: 947636936
Department: Salg
Postal address: Sjølyst Plass 2
Town: Oslo
Postcode: 0278
Country subdivision (NUTS): Oslo (NO081)
Country: Norway
Contact point: Lars Erik Lie
Email: larserik.lie@ipsos.com
Telephone: 93452000

Roles of this organisation:

Tenderer

Notice information

Notice identifier/version: 79130b3c-c426-490e-b877-42e80e9b3d09 - 01
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