

## 709264-2026 - Mise en concurrence

Norvège – Services d'interprétation – Interpretation Services

OJ S 199/2026 14/10/2026

Avis de marché ou de concession – régime ordinaire

Services

### 1. Acheteur

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#### 1.1. Acheteur

Nom officiel: Lødingen Kommune

Adresse électronique: [innkjop@harstad.kommune.no](mailto:innkjop@harstad.kommune.no)

Forme juridique de l'acheteur: Organisme de droit public, contrôlé par une autorité locale

Activité du pouvoir adjudicateur: Services d'administration générale

#### 1.1. Acheteur

Nom officiel: Narvik kommune

Adresse électronique: [baard.arnoy@narvik.kommune.no](mailto:baard.arnoy@narvik.kommune.no)

Forme juridique de l'acheteur: Organisme de droit public, contrôlé par une autorité locale

Activité du pouvoir adjudicateur: Services d'administration générale

#### 1.1. Acheteur

Nom officiel: Dielddanuori suohkan - Tjeldsund kommune

Adresse électronique: [bente.solvang@tjeldsund.kommune.no](mailto:bente.solvang@tjeldsund.kommune.no)

Forme juridique de l'acheteur: Organisme de droit public, contrôlé par une autorité locale

Activité du pouvoir adjudicateur: Services d'administration générale

#### 1.1. Acheteur

Nom officiel: Harstad Kommune

Adresse électronique: [innkjop@harstad.kommune.no](mailto:innkjop@harstad.kommune.no)

Forme juridique de l'acheteur: Organisme de droit public, contrôlé par une autorité locale

Activité du pouvoir adjudicateur: Services d'administration générale

#### 1.1. Acheteur

Nom officiel: Kvæfjord Kommune

Adresse électronique: [merete.halvorsen@kvafjord.kommune.no](mailto:merete.halvorsen@kvafjord.kommune.no)

Forme juridique de l'acheteur: Organisme de droit public, contrôlé par une autorité locale

Activité du pouvoir adjudicateur: Services d'administration générale

### 2. Procédure

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#### 2.1. Procédure

Titre: Interpretation Services

Description: The Contracting Authority Harstad municipality shall, on behalf of Harstad, Kvæfjord, Tjeldsund, Lødingen and Narvik municipalities, hold this competition. Harstad municipality is responsible for the implementation of the competition. This tender contest includes all 5 municipalities. The municipalities are independent legal entities and will enter into separate contracts. Background The existing agreement on interpretation services expires 10 November 2026 and a new framework agreement shall be established. The need for interpretation services is stable and is expected to persist, at the same time that the

requirements for documented competence and proper handling of confidential information mean that we must have clear contractual frameworks, processes for ordering and mechanisms for quality assurance. We assume that in the current situation we have varying types of assignments (planned meetings, acute events, short telephone assignments and more demanding calls). This makes it necessary with a contract structure that both supports high availability and gives us control over the competence used in each assignment. The contracting authority needs to ensure continued access to interpretation services that support reliable and effective communication in the face of users, patients, inhabitants or other persons with a need for language assistance. The services are important for safeguarding correct information exchange, equal service provision and good case handling. The new framework agreement shall give the contracting authority predictable access to necessary interpretation services within different interpretation forms and facilitate flexible orders suitable for varying needs. The need includes interpretation via telephone and monitor (video interpretation), as well as on-site interpretation at physical meetings. In addition there is a need for written translations (translator/translation) if needed.

**Description of the assignment**

The procurement is for a framework agreement for the provision of interpretation services. The delivery shall include: The procurement is for the establishment of parallel framework agreements with three tenderers for the following services: Interpretation by telephone or via monitor/video Attendance in the municipality's premises or another agreed location. Translator services (written translations) The contracting authority would like to establish parallel framework agreements with several tenderers. Tenderers will be ranked according to the score achieved in accordance with the award criteria. The tenderer who achieves the highest score (called supplier 1) shall, as a main rule, be contacted first and will be awarded call-offs if this tenderer has the requested interpreter available. If tenderer 1 does not have available capacity or cannot offer the requested interpreter, the tenderer who has achieved the second highest score is contacted (supplier 2), and so on depending on how many suppliers the contracting authority thinks it is appropriate to offer a contract. The ranking of the tenderers will be based on the stated award criteria. The aim of the framework agreement is to cover the contracting authority's ongoing need for qualified language assistance across different situations and disciplines. A system is requested that can handle orders within the relevant interpreter forms and contribute to the contracting authority getting access to relevant services when the needs arise. The estimated contract value is NOK 14,500,000 for all municipalities in the contract period. This is an estimate based on the available information on consumption in the period 2022-2026 and is not binding for the municipalities. Estimate distributed per municipality: Harstad NOK 5,600,000 - maximum 6,300,000 Sounding NOK 600,000 - maximum 1,000,000. Kvæfjord NOK 1,300,000 - maximum 1,600,000. Tjeldsund NOK 1,500,000 - maximum 2,000,000. Narvik NOK 5,600,000 - maximum 6,300,000 Most of the assignments are within telephone interpretation/monitor interpreters. This type of assignment amounted to approximately 85% of the contract sum. The majority of assignments for Harstad municipality will be for doctors' offices, the unit for integration, the child welfare service, the home care service and the school and nurseries. Using interpreters, the choice between the different categories will be affected by many variables, including which entity orders, the assignment's length and complexity, any requests that the external parties in the case may have the type of interpreter that is used etc. There are also slightly different practices in the municipalities as regards how much of the total number of assignments are used on remote interpreters (telephone interpretation/monitor interpreter), on-site interpretation and translations. The distribution within the different services can therefore change in the contract period, depending on future needs. The framework agreement has an estimated maximum value of up to NOK 17,200,000 excluding VAT. The stated value is an estimate and does not involve any obligations to buy beyond the actual need in the contract period.

Identifiant de la procédure: 38e81270-99c9-466c-8ebd-e836f06af61d

Identifiant interne: cmqf2f2oi000004jjgkbi8yjj

Type de procédure: Ouverte

La procédure est accélérée: non

Principales caractéristiques de la procédure et informations sur l'endroit où obtenir les règles complètes applicables à la procédure: All interested suppliers can submit tender offers through Hyrr. The competition does not have a prequalification phase. The tenders will be evaluated directly, and dialogues or negotiations will not be allowed beyond minor clarifications and corrections of the tenders. Tenderers are strongly encouraged to follow the instructions given in this tender documentation with annexes and possibly ask questions about uncertainties in the communication module in Hyrr.

#### **2.1.1. Objet**

Nature principale du marché: Services

Nomenclature principale (cpv): 79540000 Services d'interprétation

Nomenclature complémentaire (cpv): 79530000 Services de traduction

#### **2.1.2. Lieu d'exécution**

N'importe où

Informations complémentaires: Anywhere

#### **2.1.3. Valeur**

Valeur estimée hors TVA: 14 500 000,00 NOK

#### **2.1.4. Informations générales**

**Base juridique:**

Directive 2014/24/UE

Anskaffelsesforskriften -

#### **2.1.6. Motifs d'exclusion**

Sources des motifs d'exclusion: Document de marché, Document de marché

## **5. Lot**

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### **5.1. Lot: LOT-0001**

Titre: Interpretation Services

Description: The Contracting Authority Harstad municipality shall, on behalf of Harstad, Kvæfjord, Tjeldsund, Lødingen and Narvik municipalities, hold this competition. Harstad municipality is responsible for the implementation of the competition. This tender contest includes all 5 municipalities. The municipalities are independent legal entities and will enter into separate contracts. Background The existing agreement on interpretation services expires 10 November 2026 and a new framework agreement shall be established. The need for interpretation services is stable and is expected to persist, at the same time that the requirements for documented competence and proper handling of confidential information mean that we must have clear contractual frameworks, processes for ordering and mechanisms for quality assurance. We assume that in the current situation we have varying types of assignments (planned meetings, acute events, short telephone assignments and more demanding calls). This makes it necessary with a contract structure that both supports high availability and gives us control over the competence used in each assignment. The contracting authority needs to ensure continued access to interpretation services that support reliable and effective communication in the face of users, patients, inhabitants or other persons with a need for language assistance. The services are important for safeguarding

correct information exchange, equal service provision and good case handling. The new framework agreement shall give the contracting authority predictable access to necessary interpretation services within different interpretation forms and facilitate flexible orders suitable for varying needs. The need includes interpretation via telephone and monitor (video interpretation), as well as on-site interpretation at physical meetings. In addition there is a need for written translations (translator/translation) if needed. Description of the assignment

The procurement is for a framework agreement for the provision of interpretation services. The delivery shall include: The procurement is for the establishment of parallel framework agreements with three tenderers for the following services: Interpretation by telephone or via monitor/video Attendance in the municipality's premises or another agreed location. Translator services (written translations) The contracting authority would like to establish parallel framework agreements with several tenderers. Tenderers will be ranked according to the score achieved in accordance with the award criteria. The tenderer who achieves the highest score (called supplier 1) shall, as a main rule, be contacted first and will be awarded call-offs if this tenderer has the requested interpreter available. If tenderer 1 does not have available capacity or cannot offer the requested interpreter, the tenderer who has achieved the second highest score is contacted (supplier 2), and so on depending on how many suppliers the contracting authority thinks it is appropriate to offer a contract. The ranking of the tenderers will be based on the stated award criteria. The aim of the framework agreement is to cover the contracting authority's ongoing need for qualified language assistance across different situations and disciplines. A system is requested that can handle orders within the relevant interpreter forms and contribute to the contracting authority getting access to relevant services when the needs arise. The estimated contract value is NOK 14,500,000 for all municipalities in the contract period. This is an estimate based on the available information on consumption in the period 2022-2026 and is not binding for the municipalities. Estimate distributed per municipality: Harstad NOK 5,600,000 - maximum 6,300,000 Sounding NOK 600,000 - maximum 1,000,000. Kvæfjord NOK 1,300,000 - maximum 1,600,000. Tjeldsund NOK 1,500,000 - maximum 2,000,000. Narvik NOK 5,600,000 - maximum 6,300,000 Most of the assignments are within telephone interpretation/monitor interpreters. This type of assignment amounted to approximately 85% of the contract sum. The majority of assignments for Harstad municipality will be for doctors' offices, the unit for integration, the child welfare service, the home care service and the school and nurseries. Using interpreters, the choice between the different categories will be affected by many variables, including which entity orders, the assignment's length and complexity, any requests that the external parties in the case may have the type of interpreter that is used etc. There are also slightly different practices in the municipalities as regards how much of the total number of assignments are used on remote interpreters (telephone interpretation/monitor interpreter), on-site interpretation and translations. The distribution within the different services can therefore change in the contract period, depending on future needs. The framework agreement has an estimated maximum value of up to NOK 17,200,000 excluding VAT. The stated value is an estimate and does not involve any obligations to buy beyond the actual need in the contract period.

Identifiant interne: cmqf2f2pw000304jjcy58cpyr

#### **5.1.1. Objet**

Nature principale du marché: Services

Nomenclature principale (cpv): 79540000 Services d'interprétation

Nomenclature complémentaire (cpv): 79530000 Services de traduction

#### **Options:**

Description des options: The contract can be extended for 1 year at a time, up to 2 times (2+1+1).

#### 5.1.2. Lieu d'exécution

N'importe où

Informations complémentaires: Anywhere

#### 5.1.3. Durée estimée

Durée: 48 Mois

#### 5.1.4. Reconduction

Nombre maximum de reconductions: 2

Autres informations sur le renouvellement: The contract can be extended for 1 year at a time, up to 2 times (2+1+1).

#### 5.1.5. Valeur

Valeur estimée hors TVA: 14 500 000,00 NOK

#### 5.1.6. Informations générales

##### Participation réservée:

La participation n'est pas réservée.

Projet de passation de marché non financé par des fonds de l'UE

Le marché relève de l'accord sur les marchés publics (AMP): oui

#### 5.1.9. Critères de sélection

Sources des critères de sélection: Document de marché

#### 5.1.10. Critères d'attribution

##### Critère:

Type: Qualité

Nom: Delivery and order follow-up

Description: Evaluation of a system for receiving and handling orders, response time, availability, flexibility with varying needs and the ability to deliver within telephone, monitor and turn-out interpretation.

Catégorie du critère d'attribution poids: Pondération (pourcentage, valeur exacte)

Nombre critère d'attribution: 30

##### Critère:

Type: Qualité

Nom: Quality of the delivery

Description: Evaluation of how the tenderer ensures access to qualified interpreters /translators, quality assurance of the delivery, handling different types of interpreters, as well as routines for correct and reliable execution of the assignment.

Catégorie du critère d'attribution poids: Pondération (pourcentage, valeur exacte)

Nombre critère d'attribution: 30

##### Critère:

Type: Prix

Nom: Price

Description: Evaluation of the offered price form for the requested interpretation forms and translator services. It ought to form the basis for the total price matrix for relevant service categories and any mark-up/waiting time/travel where included in the tender documentation.

Catégorie du critère d'attribution poids: Pondération (pourcentage, valeur exacte)

Nombre critère d'attribution: 40

##### Critère:

Type: Qualité

Nom: Climate and environment

Description: The procurement has a climate footprint and an environmental impact that is immaterial

Catégorie du critère d'attribution poids: Pondération (pourcentage, valeur exacte)

Nombre critère d'attribution: 0

#### 5.1.11. Documents de marché

Adresse des documents de marché: <https://hyyr.no/procurement/cmqr2f2oi000004jjgkbi8yjy>

#### 5.1.12. Conditions du marché public

##### Conditions de soumission:

Soumission par voie électronique: Requise

Adresse de soumission: <https://hyyr.no/procurement/cmqr2f2oi000004jjgkbi8yjy>

Langues dans lesquelles les offres ou demandes de participation/candidatures peuvent être présentées: norvégien

Catalogue électronique: Non autorisée

Les soumissionnaires peuvent présenter plusieurs offres: Non autorisée

Date limite de réception des offres: 17/11/2026 12:00:00 (UTC+01:00) Heure de l'Europe centrale, heure d'été de l'Europe occidentale

Durée de validité des offres: 60 Jours

##### Conditions du marché:

Le contrat doit être exécuté dans le cadre de programmes d'emplois protégés: Non

Conditions relatives à l'exécution du contrat: See Tender Documents

Facturation électronique: Requise

La commande en ligne sera utilisée: non

Le paiement électronique sera utilisé: non

Arrangement financier: See tender documents

#### 5.1.15. Techniques

##### Accord-cadre:

Accord-cadre, sans remise en concurrence

Nombre maximal de candidats: 3

##### Informations sur le système d'acquisition dynamique:

Pas de système d'acquisition dynamique

#### 5.1.16. Informations complémentaires, médiation et recours

Organisation chargée des procédures de recours: MIDTRE HÅLOGALAND TINGRETT

Organisation qui fournit des informations complémentaires sur la procédure de passation de marché: Lødingen Kommune

Organisation qui fournit des précisions concernant l'introduction des recours: MIDTRE HÅLOGALAND TINGRETT

Organisation qui reçoit les demandes de participation/candidatures: Hyyr AS

## 8. Organisations

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### 8.1. ORG-0001

Nom officiel: MIDTRE HÅLOGALAND TINGRETT

Numéro d'enregistrement: 926723073

Adresse postale: Håkons gate 4

Ville: HARSTAD

Code postal: 9405

Subdivision pays (NUTS): Troms/Romsa/Tromssa (NO072)

Pays: Norvège

Point de contact: MIDTRE HÅLOGALAND TINGRETT

**Rôles de cette organisation:**

Organisation chargée des procédures de recours

Organisation qui fournit des précisions concernant l'introduction des recours

**8.1. ORG-0002**

Nom officiel: Hyrr AS

Numéro d'enregistrement: 924998687

Adresse postale: Gaustadalléen 21

Ville: Oslo

Code postal: 0349

Subdivision pays (NUTS): Oslo (NO081)

Pays: Norvège

Point de contact: Hyrr Support

Adresse électronique: [admin@hyrr.no](mailto:admin@hyrr.no)

Téléphone: +47 90 63 65 38

**Rôles de cette organisation:**

Organisation qui reçoit les demandes de participation/candidatures

**8.1. ORG-0003**

Nom officiel: Lødingen Kommune

Numéro d'enregistrement: 945468661

Adresse postale: Rådhusvegen 27

Ville: Lødingen

Code postal: 8410

Subdivision pays (NUTS): Nordland/Nordlândia (NO071)

Pays: Norvège

Point de contact: Lødingen Kommune

Adresse électronique: [innkjop@harstad.kommune.no](mailto:innkjop@harstad.kommune.no)

Téléphone: 91645479

**Rôles de cette organisation:**

Acheteur

Organisation qui fournit des informations complémentaires sur la procédure de passation de marché

**8.1. ORG-0004**

Nom officiel: Narvik kommune

Numéro d'enregistrement: 959469059

Adresse postale: Postboks 64

Ville: Narvik

Code postal: 8501

Subdivision pays (NUTS): Nordland/Nordlândia (NO071)

Pays: Norvège

Point de contact: Narvik kommune

Adresse électronique: [baard.arnoy@narvik.kommune.no](mailto:baard.arnoy@narvik.kommune.no)

Téléphone: +4776912000

**Rôles de cette organisation:**

Acheteur

#### 8.1. ORG-0005

Nom officiel: Dielddanuori suohkan - Tjeldsund kommune  
Numéro d'enregistrement: 959469326  
Adresse postale: Postboks 240  
Ville: Evenskjer  
Code postal: 9439  
Subdivision pays (NUTS): Troms/Romsa/Tromssa (NO072)  
Pays: Norvège  
Point de contact: Dielddanuori suohkan - Tjeldsund kommune  
Adresse électronique: [bente.solvang@tjeldsund.kommune.no](mailto:bente.solvang@tjeldsund.kommune.no)  
Téléphone: +4791384292

##### **Rôles de cette organisation:**

Acheteur

#### 8.1. ORG-0006

Nom officiel: Harstad Kommune  
Numéro d'enregistrement: 972417971  
Adresse postale: Postmottak, Postboks 1000, Harstad kommune  
Ville: Harstad  
Code postal: 9479  
Subdivision pays (NUTS): Troms/Romsa/Tromssa (NO072)  
Pays: Norvège  
Point de contact: Harstad Kommune  
Adresse électronique: [innkjop@harstad.kommune.no](mailto:innkjop@harstad.kommune.no)  
Téléphone: +4791645479

##### **Rôles de cette organisation:**

Acheteur

Chef de groupe

#### 8.1. ORG-0007

Nom officiel: Kvæfjord Kommune  
Numéro d'enregistrement: 972417998  
Adresse postale: Bygdevegen 26  
Ville: Borkenes  
Code postal: 9475  
Subdivision pays (NUTS): Troms/Romsa/Tromssa (NO072)  
Pays: Norvège  
Point de contact: Kvæfjord Kommune  
Adresse électronique: [merete.halvorsen@kvafjord.kommune.no](mailto:merete.halvorsen@kvafjord.kommune.no)  
Téléphone: +4747705699

##### **Rôles de cette organisation:**

Acheteur

## Informations relatives à l'avis

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Identifiant/version de l'avis: 63bc9d91-4f7b-40e7-b048-f07e9fca0841 - 01  
Type de formulaire: Mise en concurrence  
Type d'avis: Avis de marché ou de concession – régime ordinaire  
Sous-type d'avis: 16

Date d'envoi de l'avis: 13/10/2026 09:43:05 (UTC+02:00) Heure de l'Europe orientale, heure d'été de l'Europe centrale

Langues dans lesquelles l'avis en question est officiellement disponible: anglais

Numéro de publication de l'avis: 709264-2026

Numéro de publication au JO S: 199/2026

Date de publication: 14/10/2026