

185265-2026 - Competition

Norway – Health and social work services – Concession for user controlled personal assistance (BPA) 2026

OJ S 53/2026 17/03/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Fredrikstad kommune

Email: kingje@fredrikstad.kommune.no

Legal type of the buyer: Body governed by public law, controlled by a local authority

Activity of the contracting authority: General public services

1.1. Buyer

Official name: Hvaler kommune

Email: kingje@fredrikstad.kommune.no

Legal type of the buyer: Body governed by public law, controlled by a local authority

Activity of the contracting authority: General public services

1.1. Buyer

Official name: Råde kommune

Email: kingje@fredrikstad.kommune.no

Legal type of the buyer: Body governed by public law, controlled by a local authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Concession for user controlled personal assistance (BPA) 2026

Description: The contracting authority invites tenderers to a competition for a service concession contract for user-controlled personal assistance (BPA).

Procedure identifier: c5d4a5fb-44e2-403a-bd70-d5dd2118883a

Internal identifier: 2026/5162

Main features of the procedure: The contracting authority has organised user-controlled personal assistance (BPA) service as a scheme with free user choice. The scheme is organised by entering into service concession contracts. All risk lies with the tenderer, as the tenderer will depend on the user choice for getting an assignment. Each work manager will, after the service has been granted, choose the tenderer. As long as the contracting authority receives a sufficient number of suitable tenders, a service concession contract shall be signed with up to 5 tenderers for the delivery of BPA. The service concession contract will be valid for 4 years, with an option for the contracting authority to extend the contract for 1+1 year (total 6 years). The contract will be based on NS 8435:2025 General contract terms for user controlled personal assistance (BPA) with the accompanying form A and B. Amendments and additions are stated in form A. Amendments and addition to form B is stated in form B. NS 8435:2025 must be purchased from standard Norway (www.standard.no). A service concession contract shall be signed with each individual municipality in separate contract documents. The price for the service is fixed by the contracting authority and stated in form A. The price will be the

same for all contracts for user-controlled personal assistance that will be entered into in the service concession scheme. The price shall include all of the tenderer's costs in accordance with NS 8435:2025 point 9.1. Reservations can be made on the price or price model. In 2025 the municipalities purchased BPA services for: Fredrikstad: approx. NOK 102 millionWhales: municipality approx. NOK 3.6 million: municipality approx. NOK 4.7 millionMaximal contract value over 6 years per municipality: Fredrikstad NOK 765 million: 51 millionRåde: 51 millionThe volume is only an estimate and is not binding for the contracting authority. This is only an estimate that is meant to give tenderers a guideline to the extent of the contract and the scope may deviate from this during the contract period. The volume will depend on, among other things, the number of activities, budgetary situation and other framework factors in the contract period. Fredrikstad municipality currently has 56 individual schemes at external BPA suppliers. This amounts to a total of approx. 3,836 decision hours per week. Hvaler municipality currently has 4 schemes for external BPA suppliers. Råde municipality currently has 5 schemes for external BPA suppliers. The contracting authority currently also operates the BPA schemes itself. The user will be able to choose between external suppliers and the municipal BPA scheme. The users will make selections of tenderers in accordance with new service concession contracts. See the requirement specifications, annex 1 for further information on the procurement's value and content.

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 85000000 Health and social work services

Additional classification (cpv): 85300000 Social work and related services, 85310000 Social work services, 85311200 Welfare services for the handicapped, 85320000 Social services, 85323000 Community health services

2.1.2. Place of performance

Country subdivision (NUTS): Østfold (NO083)

Country: Norway

2.1.4. General information

Legal basis:

Directive 2014/23/EU

Konsesjonskontraktforskriften - Concession contract regulations (the concession contract regulations)

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document (ESPD), Notice, Procurement Document

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, in the event a enforceable verdict has 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 out 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, or d) 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 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. Will the purely national rejection reasons, as stated in the relevant notice or in the procurement documents, apply?

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: Concession for user controlled personal assistance (BPA) 2026

Description: The contracting authority invites tenderers to a competition for a service concession contract for user-controlled personal assistance (BPA).

Internal identifier: 2026/5162

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 85000000 Health and social work services

Additional classification (cpv): 85300000 Social work and related services, 85310000 Social work services, 85311200 Welfare services for the handicapped, 85320000 Social services, 85323000 Community health services

5.1.2. Place of performance

Country subdivision (NUTS): Østfold (NO083)

Country: Norway

5.1.3. Estimated duration

Duration: 72 Months

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project not financed with EU Funds.

5.1.9. Selection criteria

Sources of selection criteria: European Single Procurement Document (ESPD), Notice, Procurement Document

Criterion: Enrolment in a trade register

Description of selection criterion: Tenderers are registered in a company register or a trade register in the member state in which the tenderer is established. As described in annex XI of directive 2014/24/EU; suppliers from certain member states may have to fulfil other requirements in the mentioned annex.

Criterion: Other economic or financial requirements

Description of selection criterion: Regarding any other economic and financial requirements that have been stated in the notice or in the procurement documents, the tenderer declares that: Minimum qualification requirements Tenderers must have sufficient economic and financial capacity to be able to fulfil the contract. Creditworthiness with no requirement for collateral will be sufficient to meet the requirement. The contracting authority will evaluate the tenderer's fulfilment of the requirement in the following manner: - A credit rating based on the most recent financial figures. The rating shall be carried out by a credit rating company with licence to conduct this service. - The credit rating shall have a minimum rating of creditworthy. - Newly established companies, or companies that are rated lower than credit worthy, can instead submit a parent company guarantee or a bank guarantee that can document sufficient economic and financial capacity to fulfil the contract obligations. - If a parent company guarantee is submitted, the parent company will be rated in an equivalent way so the requirement for creditworthiness thus applies to the parent company. See the annex parent company guarantee. If a tenderer has a justifiable reason for not submitting the documentation required by the contracting authority, he can document his economic and financial capacity by presenting any other document that the Contracting Authority deems appropriate.

Criterion: References on specified services

Description of selection criterion: Only for services: In the reference period, the tenderer has carried out the following important goods deliveries of the requested type, or the following important services of the requested type. The contracting authority can require up to three years experience and allow experience from the previous three years to be taken into consideration. Minimum qualification requirements Tenderers shall have experience from comparable contracts. Documented by a description of the tenderer's up to 3 most relevant assignments in the course of the last 3 years. The description must include a statement of the contract's value, date and recipient (name, telephone number and e-mail address). It is the tenderer's responsibility to document relevance through the description. Tenderers can document their experience by referring to competence of the personnel he has at his disposal and can use this assignment, even if the experience has been worked up while the personnel have served another service provider.

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: Norwegian

Deadline for requesting additional information: 09/04/2026 10:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: <https://permalink.mercell.com/276055653.aspx>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://permalink.mercell.com/276055653.aspx>

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

Advanced or qualified electronic signature or seal (as defined in Regulation (EU) No 910/2014) is required

Variants: Not allowed

Terms of contract:

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

5.1.16. Further information, mediation and review

Review organisation: Søndre Østfold Tingrett

Information about review deadlines: In accordance with the concession contract regulations.

Organisation providing additional information about the procurement procedure: Fredrikstad kommune

8. Organisations

8.1. ORG-0001

Official name: Fredrikstad kommune

Registration number: 940039541

Postal address: Rådhuset, Nygaardsgaten 14-16

Town: FREDRIKSTAD

Postcode: 1606

Country subdivision (NUTS): Østfold (NO083)

Country: Norway

Contact point: Kine Gjerlaugsen

Email: kingje@fredrikstad.kommune.no

Telephone: +47 69306000

Internet address: <http://www.fredrikstad.kommune.no/>

Roles of this organisation:

Buyer

Group leader

Organisation providing additional information about the procurement procedure

8.1. ORG-0002

Official name: Hvaler kommune

Registration number: 964947082

Town: Hvaler

Postcode: 1680

Country subdivision (NUTS): Østfold (NO083)

Country: Norway

Contact point: Hvaler kommune

Email: kingje@fredrikstad.kommune.no

Telephone: 69306000

Roles of this organisation:

Buyer

8.1. ORG-0003

Official name: Råde kommune

Registration number: 940 802 652

Town: Råde

Postcode: 1640

Country subdivision (NUTS): Østfold (NO083)

Country: Norway

Contact point: Råde kommune

Email: kingje@fredrikstad.kommune.no

Telephone: 69306000

Roles of this organisation:

Buyer

8.1. ORG-0004

Official name: Søndre Østfold Tingrett

Registration number: 926 722 808

Town: FREDRIKSTAD

Postcode: 1601

Country subdivision (NUTS): Østfold (NO083)

Country: Norway

Roles of this organisation:

Review organisation

Notice information

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Notice subtype: 19

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