

**NO-Oslo: management-related services**  
**OJ S 120/2012 26/06/2012**  
**Contract award notice**  
**Services**

**Directive 2004/18/EC****Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Forbrukerrådet

Postal address: Rolf Wickstrøms Vei 15, Pb. 4594, Nydalen

Town: Oslo

Postal code: 0404

Country: Norway

Contact person: Personal

For the attention of: Asle Skjong

E-mail: [asle.skjong@forbrukerradet.no](mailto:asle.skjong@forbrukerradet.no)

Telephone: +47 93445748

**Internet address(es):**

General address of the contracting authority: forbrukerradet.no

Address of the buyer profile: [http://www.doffin.no//search/Search\\_AuthProfile.aspx?ID=AA0203](http://www.doffin.no//search/Search_AuthProfile.aspx?ID=AA0203)

**I.2. Type of the contracting authority**

National or federal agency/office

**I.3. Main activity**

Education

**I.4. Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: no

**Section II: Object of the contract**

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**II.1. Description****II.1.1. Title**

Management development in the Norwegian Consumer Council 2012 - 2014.

**II.1.2. Type of contract and place of performance or delivery**

Services

Service category No 24: Education and vocational education services

Main site or place of performance: Oslo / Gardermoen, Norway.

NUTS code

**II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)**

The procurement involves the establishment of a framework agreement

**II.1.4. Short description of the contract or purchase(s)**

Information of the assignment:

The Norwegian Consumer Council, henceforth referred to as the Awarding Authority, is an independent interest group which works for a consumer-friendly society. The Awarding

Authority offers service and assistance to the individual consumer and is ensuring the consumers' interests by influencing the political authorities and businesses. The head office is located in Oslo and there are 10 region offices in Norway. The Awarding Authority has approx. 130 full-time equivalents. See also the [www.forbrukerportalen.no](http://www.forbrukerportalen.no).

The assignment contains preliminary specifications and the Awarding Authority is ready to make adjustments in cooperation with the successful tenderer. The top manager group in the Awarding Authority's organisation wishes to offer manager support for 2 to 3 years. The manager support shall be organised in relation to elements such as management development, organisation and manager assessment and organisation development/cultural alterations.

The manager support shall contribute to development of reflective, conscious managers who implement decided strategy and put the Awarding Authority's values and management requirements into practise, develop the corporate culture in the requested direction. The Awarding Authority envisions the following assignments:

Manager sessions where all 25 managers are present and where the following points are discussed:

- Understanding and implementing strategies,
- Corporate culture, present situation and challenges,
- The Awarding Authority's values,
- The manager's role, comprehension and execution,
- Central topics in management,
- Challenges in a decentralized organisation (head office + 10 region offices),
- Expectations for the top manager group, region managers and professional managers.

The sessions shall sub-support individual coaching for each manager.

Support to manager groups:

The Awarding Authority requests a system where concrete works in smaller groups with the various manager functions/manger levels are executed:

- The top manager group (6 people),
- The region managers (12 people),
- The professional managers (7 people).

The assignments may include team development, work environment and cooperation relations.

Manager assessment.

Based on the Awarding Authority's value base and management criteria, a 360 degree manager assessment is considered developed and executed. The manager assessment will include managers at all levels and involved development of tools, implementation of assessment and feed-back to each manager.

It may also be relevant to carry out an impact assessment of the management development measures.

Courses:

Various types of courses in relevant topics to managers and employees should be offered.

Qualification criteria:

The tenderer must have relevant professional broadness and credibility in the staff - theoretical and practical.

Experience from management development in public and private sector.

Experience with remote management and management in the competence organisation with high education level. This shall be substantiated by presenting customer list/references for the previous 3 years.

The tenderers are invited to present a draft of the measures/assessment on how the various aspects of the assignments can be implemented. This presentation shall not exceed 1,5 hours and shall be held for representatives of the Awarding Authority's top management. The

presentation will be a part of the Awarding Authority's decision base for selecting provider.  
Price.

In order to make it easier to compare prices, the Awarding Authority requests prices for the following arrangements:

One day session for management development for a large group (20-25 people) with two consultants present - preparations included.

Two days session for management development for a large group (20-25 people) with two consultants present - preparations included.

One day session for management development for a small group (6-12 people) with one consultant present - preparations included.

Two days session for management development for a small group (6-12 people) with one consultant present - preparations included.

These sessions are expected to be held in the central areas of Oslo or at Gardermoen and the prices shall include travelling expenses/travelling time.

"General" man-hour rate for other activities.

Manager survey 360 degrees, price per head.

Coaching price per manager with a system for meetings approx. once a month during a 12 months period.

#### **II.1.5. CPV code(s)**

79420000 Management-related services

#### **II.1.6. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

#### **II.2. Total value of the contract/lot**

##### **II.2.1. Total value of the contract/lot**

### **Section IV: Procedure**

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#### **IV.1. Type of procedure**

##### **IV.1.1. Type of procedure**

Open

#### **IV.2. Award criteria**

##### **IV.2.1. Award criteria**

The most economically advantageous tender in terms of

1. Price. Weighting 50

2. Quality. Weighting 50

##### **IV.2.2. Information about electronic auction**

#### **IV.3. Administrative information**

##### **IV.3.1. File reference number attributed by the contracting authority**

##### **IV.3.2. Previous publication concerning this procedure**

###### **Contract notice**

Notice number in the OJ S: [2011/S 215-351028](#) of 9.11.2011

### **Section V: Award of contract**

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Lot title: Management development in the Norwegian Consumer Council 2012-2014.

**V.1. Date of conclusion of the contract**

2.3.2012

**V.2. Information about tenders**

Number of tenders received: 19

**V.3. Name and address of the contractor**

Official name: Hartmark Consulting AS

Postal address: Hoffsvveien 21-23

Town: Oslo

Postal code: 0275

Country: Norway

**V.4. Information on value of the contract/lot**

Initial estimated total value of the contract/lot:

Value: 1 500 000 NOK

excluding VAT

If annual or monthly value:

Number of years: 3

**V.5. Information about subcontracting**

**Section VI: Complementary information**

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**VI.1. Information about European Union funds**

**VI.2. Additional information**

(NT Ref:261249).

**VI.3. Procedures for review**

**VI.3.1. Review body**

**VI.3.2. Review procedure**

**VI.3.3. Service from which information about the review procedure may be obtained**

**VI.4. Date of dispatch of this notice**

21.6.2012