

Norway-Oslo: Health services  
OJ S 85/2021 03/05/2021  
Contract notice  
Services

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Oslo kommune v/Helseetaten  
National registration number: 997 506 499  
Postal address: Storgata 51  
Town: Oslo  
NUTS code: NO081 Oslo  
Postal code: 0182  
Country: Norway  
Contact person: Omar Attique  
E-mail: [omar.attique@uke.oslo.kommune.no](mailto:omar.attique@uke.oslo.kommune.no)  
Telephone: +47 21802180

**Internet address(es):**

Main address: <https://www.oslo.kommune.no/etater-foretak-og-ombud/helseetaten/#gref>  
Address of the buyer profile: <https://eu.eu-supply.com/ctm/Company/CompanyInformation/Index/264775>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: [http://eu.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=299882&B=OSLO](http://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=299882&B=OSLO)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: [http://eu.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=299882&B=OSLO](http://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=299882&B=OSLO)

Tenders or requests to participate must be submitted to the abovementioned address

**I.4. Type of the contracting authority**

Regional or local authority

**I.5. Main activity**

General public services

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

Establishment, Delivery, and Operation of a Response Centre

**II.1.2. Main CPV code**

85100000 Health services

**II.1.3.**

## **Type of contract**

Services

### **II.1.4. Short description**

Oslo Municipality's goal is that all inhabitants can live in their own home for as long as they want to and is possible. A policy for reaching this goal and supporting the work of providing good health and care services to inhabitants is the use of VFT systems/services. Response centre services are a prerequisite for achieving the goals of VFT. Service users get assistance from the response centre when required, as a result of situations arising and needs that are outside the planned assistance managed by home-based services, via warnings and alarms from welfare technology systems. This includes, amongst other things, dealing with falls, acute pain, personal help, insecurities and technical errors. See the qualification and tender documentation for further information. The contracting authority reserves the right to enter into a contract for a possibly standardised cloud service directly with the cloud service provider if the chosen system requires this, in addition to signing a SSA-D with annexes.

### **II.1.5. Estimated total value**

Value excluding VAT: 312 000 000,00 NOK

### **II.1.6. Information about lots**

This contract is divided into lots: no

## **II.2. Description**

### **II.2.2. Additional CPV code(s)**

30237475 Electric sensors, 31625200 Fire-alarm systems, 33100000 Medical equipments, 33180000 Functional support, 33195000 Patient-monitoring system, 33196000 Medical aids, 35121100 Buzzers, 35121700 Alarm systems, 35125100 Sensors, 38431200 Smoke-detection apparatus, 44521120 Electronic security lock, 48000000 Software package and information systems, 48814200 Patient-administration system, 48814500 Casemix system, 72212211 Platform interconnectivity software development services, 79711000 Alarm-monitoring services, 85000000 Health and social work services, 85141000 Services provided by medical personnel, 85323000 Community health services

### **II.2.3. Place of performance**

NUTS code: NO081 Oslo

### **II.2.4. Description of the procurement**

Oslo Municipality c/o Agency for Health, hereafter called the Contracting Authority, invites tenderers to a negotiated procedure in two stages for the procurement of a response centre. The response centre will support Oslo Municipality's general goal of increased safety, mastering, and activity for inhabitants.

Oslo Municipality's goal is that all inhabitants can live in their own home for as long as they want to and is possible. A policy for reaching the goal and supporting the work of providing good health and care services for inhabitants (service users) is to use welfare technology systems and services. Response centre services are a prerequisite for achieving the goals of welfare technology.

Service users get assistance from the response centre when required, as a result of situations arising and needs that are outside the planned assistance managed by home-based services, via warnings and alarms from welfare technology systems. This includes, amongst other things, dealing with falls, acute pain, personal help, insecurities and technical errors. See the qualification and tender documentation for further information.

### **II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6. Estimated value**

Value excluding VAT: 312 000 000,00 NOK

### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

The contracting authority has the option to extend the contract for 1 + 1 + 1 year on unchanged terms.

### **II.2.9. Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 3 Maximum number: 6 Objective criteria for choosing the limited number of candidates:

See the qualification documentation for further information.

### **II.2.10. Information about variants**

Variants will be accepted: no

### **II.2.11. Information about options**

Options: yes

Description of options:

Option 1: Further development of the interface.

Option 2: Adapting the response centre to other welfare technological services.

### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds: no

### **II.2.14. Additional information**

## **Section III: Legal, economic, financial and technical information**

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### **III.1. Conditions for participation**

#### **III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

- Tenderers must be a legally established company

Documentation requirement:

- Norwegian companies: Company registration certificate;
- Foreign tenderers: Verification that the company is registered in a trade register or company register as prescribed by the law of the country where the tenderer is established.

#### **III.1.2. Economic and financial standing**

List and brief description of selection criteria:

- Tenderers must have sufficient economic and financial capacity to carry out the assignment. This point will be subject to assessment of turnover, annual results, as well as key figures in the balance sheet.

Minimum level(s) of standards possibly required:

Documentation requirement:

- the company's last annual financial statement including notes, the board's annual report and audit report, as well as new information of relevance to the company's fiscal numbers;
- the contracting authority reserves the right to obtain credit appraisals as a supplement to the evaluation of the tenderer's economic and financial capacity.

### **III.1.3. Technical and professional ability**

List and brief description of selection criteria:

- 1) Tenderers must have implemented a management system for information security;
- 2) Tenderers must have good expertise and sufficient resources. This includes tenderers having personnel with relevant competence;
- 3) Tenderers must have experience from equivalent assignments. Equivalent assignments means:

— assignments of equivalent complexity, including the delivery elements in the response centre described in point 1.2;

— serving a large number of simultaneous service users (volume)

Minimum level(s) of standards possibly required:

Documentation requirement:

1:

- if a tenderer is certified, a copy of a certificate issued by independent bodies can be submitted, confirming compliance with ISO 27001 or equivalent;
- if a tenderer is not certified, a general description must be given of the implemented management system, as well as the table of contents for the management system. The table of contents must show that the management system includes relevant routines for the management part, the execution part, and the inspection part in the company.

2:

- A description of resources that the tenderer has at its disposal for fulfilment of all parts of the contract. A competence matrix must be attached that shows education and any other relevant competence for personnel in the response service, the equipment and logistics services, the turn-out service, technical personnel, and any other administrative personnel.

CVs must not be attached.

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- A description of the most important assignments in the last three years, including the customer, volume (number of service users), and services.

## **Section IV: Procedure**

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### **IV.1. Description**

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

Competitive procedure with negotiation

#### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

#### **IV.1.4. Information about reduction of the number of solutions or tenders during negotiation or dialogue**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

#### **IV.1.5. Information about negotiation**

#### **IV.1.8.**

## **Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

### **IV.2. Administrative information**

#### **IV.2.2. Time limit for receipt of tenders or requests to participate**

Date: 31/05/2021 Local time: 12:00

#### **IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

#### **IV.2.4. Languages in which tenders or requests to participate may be submitted**

Norwegian

#### **IV.2.6. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 12 (from the date stated for receipt of tender)

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: no

### **VI.3. Additional information**

### **VI.4. Procedures for review**

#### **VI.4.1. Review body**

Official name: Oslo Tingrett

Postal address: C.J.Hambros plass 4

Town: Oslo

Postal code: 0125

Country: Norway

Telephone: +47 22035200

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

#### **VI.4.4. Service from which information about the review procedure may be obtained**

Official name: Kofa

Town: Bergen

Country: Norway

### **VI.5. Date of dispatch of this notice**

28/04/2021