

**Norway – Collection agency services – Debt collection services**

OJ S 130/2024 05/07/2024

**Contract or concession notice – standard regime****Services**

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**1. Buyer****1.1. Buyer**

Official name: Asker kommune

Email: [rolf.brakstad@asker.kommune.no](mailto:rolf.brakstad@asker.kommune.no)

Legal type of the buyer: Regional authority

Activity of the contracting authority: General public services

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**2. Procedure****2.1. Procedure**

Title: Debt collection services

Description: Asker municipality invites tenderers to an open tender contest for an assignment contract for the procurement of collection services for invoice requirements.

Procedure identifier: 04a12aee-a79c-4cbc-aede-2c79581b7bfb

Internal identifier: 24/13

Type of procedure: Open

The procedure is accelerated: no

Main features of the procedure: The procurement will be carried out in accordance with the Public Procurement Act (LOA) and the Public Procurement Regulations (FOA) parts I and III. The contract will be awarded in accordance with the open tender contest procedure, c.f. the Public Procurement Regulations § 13-1 (1). Negotiations are not allowed in this competition. Tenders cannot, therefore, be changed after the tender deadline has expired. For this reason, tenderers are invited to submit their best terms in the submitted tender offer. Furthermore, attention is defined as tenders that include significant deviations from the procurement documents shall be rejected in accordance with the Public Procurement Regulations § 24-8 (1) b. The contracting authority can reject tenders that include deviations from the procurement documents, uncertainties or similar that must not be considered insignificant, cf. § 24-8 (2) a. Tenderers are therefore strongly encouraged to follow the instructions given in the tender documentation with annexes - and possibly ask questions about any uncertainties in good time.

**2.1.1. Purpose**

Main nature of the contract: Services

Main classification (cpv): 79940000 Collection agency services

Additional classification (cpv): 79900000 Miscellaneous business and business-related services

**2.1.2. Place of performance**

Country subdivision (NUTS): Viken (NO082)

Country: Norway

**2.1.3. Value**

Estimated value excluding VAT: 12 000 000,00 NOK

**2.1.4. General information**

Legal basis:  
Directive 2014/24/EU

### 2.1.6. Grounds for exclusion

Analogous situation like bankruptcy under national law: See the national law, the relevant notice or procurement documents. 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 in such a situation is obligatory in accordance with the current national law without the possibility of 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 in such a situation is obligatory in accordance with the current national law without the possibility of exceptions.

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.

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 in such a situation is obligatory in accordance with the current national law without the possibility of exceptions.

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 combating organised crime (EUT L 300 of 11.11.2008, p. 42).

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?

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.

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).

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 the Protection of the European Communities Financial Interests (EFT C 316 of 27.11.1995, p. 48).

Child labour and 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).

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 in such a situation is obligatory in accordance with the current national law without the possibility of exceptions.

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.

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 in such a situation is obligatory in accordance with the current national law without the possibility of exceptions.

Guilty of misrepresentation, withheld information, unable to provide required documents and obtained confidential information of this procedure: Has the tenderer: a) given grossly incorrect information with the notification of the information required to verify that there is no basis for rejection, or of the qualification requirements being fulfilled, b) failed to provide such information, c) made reservations immediately to present the supporting documents requested by the contracting authority, or d) improperly affected 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: Is the tenderer aware of a conflict of interest as stated in national law, the relevant notice or procurement documents, as a result of his participation in the competition?

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?

Guilty of 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.

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 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.

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?

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 in such a situation is obligatory in accordance with the current national law without the possibility of exceptions.

Payment of taxes: Has the tenderer not fulfilled all of his tax and duty obligations in both the country where he is established and in the contracting authority's member state, if this is a different country than what he is established in?

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 of 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.

## 5. Lot

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### 5.1. Lot: LOT-0000

Title: Debt collection services

Description: Asker municipality invites tenderers to an open tender contest for an assignment contract for the procurement of collection services for invoice requirements.

Internal identifier: 24/13

#### 5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79940000 Collection agency services

Additional classification (cpv): 79900000

Miscellaneous business and business-related services

#### 5.1.2. Place of performance

Country subdivision (NUTS): Viken (NO082)

Country: Norway

#### 5.1.3. Estimated duration

Start date: 31/12/2024

Duration end date: 30/12/2026

#### 5.1.4. Renewal

Maximum renewals: 4

The buyer reserves the right for additional purchases from the contractor, as described here:

Renewal length is 12 months

#### 5.1.5. Value

Estimated value excluding VAT: 12 000 000,00 NOK

#### 5.1.6. General information

Reserved participation: Participation is not reserved.

Procurement Project not financed with EU Funds.

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

#### 5.1.9. Selection criteria

Criterion:

Type: Economic and financial standing

Name: The tenderer's economic and financial capacity

Description: 1) The tenderer shall have economic and financial solidity/capacity - so that security that the tenderer will be financial viable to carry out the entire the assignment/contract and the company is required to be credit worthy - requirement A (also applies to sub-contractors). 2) Relevant liability insurances 1.4.2.1 / Asker municipality will obtain a new rating itself from Dun&Bradstreet RiskGuardian Suite (to be obtained at week 35/36).

Documentation shall not be enclosed with the tender. 1.4.2.2 / liability insurance certificate

Use of this criterion: Used

Criterion:

Type: Other

Name: Requirements connected to the quality management system.

Description: 1) A good and well-functioning quality management system is required for the services that shall be provided. The concept of a quality management system is that i.a. the tenderer has a awareness of quality objectives, planning, securing, handling of deviations, quality improvement and data security. 2) Tenderers shall have a well-functioning management system for safeguarding information security (ISMS). 1.4.4.1 / A brief description of the tenderer's quality assurance methods/ Alternatively: Certificate for the company's quality assurance system issued by independent bodies that confirm that the tenderer fulfils certain quality assurance standards, for example ISO 9001:2015. 1.4.4.2 / Certificate for the company's information security system, which shows that the tenderer safeguards information security, ISO/IEC 27001 or equivalent..... or other documentation that shows that the tenderer has a well functioning system for safeguarding information security.

Use of this criterion: Used

Criterion:

Type: Suitability to pursue the professional activity

Name: Experience from comparable assignments/technical and professional qualifications.

Description: 1) Tenderers must be able to document that they have considerable/solid experience. and implementation ability from equivalent/relevant deliveries (which are relevant /comparable for Asker municipality and that cover the municipality's needs). - as well as have solid qualifications and sufficient/necessary capacity. 1.4.3.1 / Tenderers shall give a short description of their own capacity/specialisation for the requested services - cf. annex 04 requirement specifications. 1.4.3.2 / Tenderers shall give a short description of the tenderer's technical personnel or technical units that the tenderer can use for fulfilment of the contract -

whether they belong to the company or not. 1.4.3.3 / Tenderers shall give a short account of the tenderer's average workforce and the number of employees in the administrative management during the last three years. 1.4.3.4 / The tenderer's most important relevant deliveries over the last three years, including their size, date and customer/contact information (references who can be contacted).

Use of this criterion: Used

Criterion:

Type: Technical and professional ability

Name: Experience from comparable assignments/technical and professional qualifications.

Use of this criterion: Used

Criterion:

Type: Technical and professional ability

Name: The supplier's registration, authorization etc.

Description: 1) The supplier must be registered in a company register or a commercial register in that state the supplier is established. 2) The supplier must hold license/grant from Finanstilsynet for execution of debt collection services in Norway i in accordance with §4 of the Debt Collection Act. 1.4.1.1 / Norwegian companies: Company certificate issued by The Brønnøysund registers. Foreign companies: Remuneration that the company is registered in a business register or a trade register therein the state the supplier is established. 1.4.1.2 / Documentation for licence/collection authorization from the Norwegian Financial Supervisory Authority for the performance of collection services.

Use of this criterion: Used

#### **5.1.10. Award criteria**

Criterion:

Type: Price

Name: Price

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

Award criterion number: 20,00

Criterion:

Type: Quality

Name: Quality

Description: The criterium quality is divided into 3 sub-criteria: 1. Capacity, system and delivery /weight 40 % 2. Digital interface/ weight 30 % 3. Collection routines and case related requirements/ weight 30 %

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

Award criterion number: 80,00

#### **5.1.11. Procurement documents**

Languages in which the procurement documents are officially available: Norwegian

Address of the procurement documents: [https://tendsign.com/doc.aspx?](https://tendsign.com/doc.aspx?MeFormsNoticeld=25720)

[MeFormsNoticeld=25720](https://tendsign.com/doc.aspx?MeFormsNoticeld=25720)

#### **5.1.12. Terms of procurement**

Terms of submission:

Electronic submission: Required

Address for submission: [https://tendsign.com/doc.aspx?](https://tendsign.com/doc.aspx?MeFormsNoticeld=25720&GoTo=Tender)

[MeFormsNoticeld=25720&GoTo=Tender](https://tendsign.com/doc.aspx?MeFormsNoticeld=25720&GoTo=Tender)

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

Electronic catalogue: Allowed

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

Variants: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of tenders: 27/08/2024 07:00:58 (UTC) Western European Time, GMT

Deadline until which the tender must remain valid: 95 Days

Information about public opening:

Opening date: 27/08/2024 07:05:00 (UTC) Western European Time, GMT

Place: Asker

Terms of contract:

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

A non-disclosure agreement is required: no

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

#### 5.1.15. Techniques

Framework agreement: No framework agreement

Information about the dynamic purchasing system: No dynamic purchase system

Electronic auction: no

#### 5.1.16. Further information, mediation and review

Review organisation: Ringerike, Asker og Bærum tingrett

Organisation providing additional information about the procurement procedure: Asker kommune

Organisation receiving requests to participate: Asker kommune

Organisation processing tenders: Asker kommune

## 8. Organisations

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### 8.1. ORG-0001

Official name: Asker kommune

Registration number: 920125298

Department: Anskaffelser

Postal address: Postboks 353

Town: Asker

Postcode: 1372

Country: Norway

Contact point: Rolf Inge Brakstad

Email: [rolf.brakstad@asker.kommune.no](mailto:rolf.brakstad@asker.kommune.no)

Telephone: 66 90 90 00

Internet address: <https://www.asker.kommune.no/>

#### Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation receiving requests to participate

Organisation processing tenders

## 8.1. ORG-0002

Official name: Ringerike, Asker og Bærum tingrett

Registration number: 926 725 963

Postal address: Postboks 578

Town: Sandvika

Postcode: 1302

Country subdivision (NUTS): Viken (NO082)

Country: Norway

Email: [trabpost@domstol.no](mailto:trabpost@domstol.no)

Telephone: 67 57 65 00

Internet address: <https://www.domstol.no/no/domstoler/tingrett/ringerike-asker-og-barum-tingrett/>

### **Roles of this organisation:**

Review organisation

## Notice information

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Notice identifier/version: 76b62ce9-125e-4333-8a5c-7a12930a9c94 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

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