

419186-2026 - Competition

Norway – Business and management consultancy and related services – Procurement - Process support and system tool for the prevention and reduction of sick leave, 2026

OJ S 116/2026 18/06/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Ålesund kommune

Email: jonette.valaas.skare@alesund.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: Procurement - Process support and system tool for the prevention and reduction of sick leave, 2026

Description: The contracting authority would like to use this procurement to enter into a contract with one tenderer, including a service framework agreement for process support and SSA-L for system tools, as well as a set of joint contract terms (see the contract terms). The objective of the agreement is to cover the contracting authority's need for process support and the use of system tools for the prevention and reduced sick leave.

Procedure identifier: 91690aa5-8bbb-456e-94ab-a403904a9d12

Internal identifier: 26/490

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79400000 Business and management consultancy and related services

Additional classification (cpv): 48000000 Software package and information systems,

72000000 IT services: consulting, software development, Internet and support, 72260000

Software-related services, 79000000 Business services: law, marketing, consulting,

recruitment, printing and security, 79410000 Business and management consultancy services,

79414000 Human resources management consultancy services, 79420000 Management-related services

2.1.2. Place of performance

Country subdivision (NUTS): Møre og Romsdal (NO0A3)

Country: Norway

Additional information: Ålesund municipality.

2.1.4. General information

Additional information: Regarding contract form and scope: The contracting authority would like to enter into a contract with one tenderer, including a service framework agreement for

process support and SSA-L for system tools, as well as a set of joint contract terms (see the contract terms). Process support is regulated as a service framework agreement, and for this part the estimated frame as well as the upper roof are to be stated. The system will be regulated as an ongoing contract through SSA-L, and for this part only a rough estimate is given. This does not apply to any frame or upper roof. For process support, the contracting authority estimates the value per annum to approx. NOK 500,000 - 2,000,000 excluding VAT. I. e. NOK 2-8 million excluding VAT over 4 years. The scope of this framework agreement part of the contract will vary from year to year and it is dependent on various factors. The contracting authority has therefore set an upper limit on this part, in order to ensure continuity of the deliveries and increased predictability for the customer and the chosen tenderer. The upper ceiling for the framework agreement part is set at NOK 10 million excluding VAT, including options. The contracting authority reserves the right to end this part of the contract if the procurement exceeds the stated upper ceiling before the contract period expires and this is considered a significant change. The contracting authority estimates that the total value over 4 years for the system part is approx. NOK 2- 4 million over four years.

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

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, by enforceable judgement 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?

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?

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 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: 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?

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 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 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?

Business activities are suspended: Has the tenderer's business conduct been stopped?

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 with no exceptions, when the tenderer is still able to carry out the contract.

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 with no exceptions, when the tenderer is still able to carry out the contract.

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 with no exceptions, when the tenderer is still able to carry out the contract.

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 with no exceptions, when the tenderer is still able to carry out the contract.

Analogous situation like bankruptcy, insolvency or arrangement with creditors under national law: Is the tenderer in a similar situation in accordance with an equivalent procedure set in the national law? See the national law, the relevant notice or procurement documents.

5. Lot

5.1. Lot: LOT-0000

Title: Procurement - Process support and system tool for the prevention and reduction of sick leave, 2026

Description: The contracting authority would like to use this procurement to enter into a contract with one tenderer, including a service framework agreement for process support and SSA-L for system tools, as well as a set of joint contract terms (see the contract terms). The objective of the agreement is to cover the contracting authority's need for process support and the use of system tools for the prevention and reduced sick leave.

Internal identifier: 26/490

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Options:

Description of the options: NOTE: Regarding options for duration: different rules for different parts of the contract - see the tender documentation.

5.1.2. Place of performance

Country subdivision (NUTS): Møre og Romsdal (NO0A3)

Country: Norway

Additional information: Ålesund municipality.

5.1.3. Estimated duration

Duration: 2 Years

5.1.4. Renewal

Maximum renewals: 2

Other information about renewals: Renewal length is 12 months

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): yes

This procurement is also suitable for small and medium-sized enterprises (SMEs): yes

Additional information: Regarding contract form and scope: The contracting authority would like to enter into a contract with one tenderer, including a service framework agreement for process support and SSA-L for system tools, as well as a set of joint contract terms (see the contract terms). Process support is regulated as a service framework agreement, and for this part the estimated frame as well as the upper roof are to be stated. The system will be regulated as an ongoing contract through SSA-L, and for this part only a rough estimate is given. This does not apply to any frame or upper roof. For process support, the contracting authority estimates the value per annum to approx. NOK 500,000 - 2,000,000 excluding VAT. I. e. NOK 2-8 million excluding VAT over 4 years. The scope of this framework agreement part of the contract will vary from year to year and it is dependent on various factors. The contracting authority has therefore set an upper limit on this part, in order to ensure continuity of the deliveries and increased predictability for the customer and the chosen tenderer. The upper ceiling for the framework agreement part is set at NOK 10 million excluding VAT, including options. The contracting authority reserves the right to end this part of the contract if the procurement exceeds the stated upper ceiling before the contract period expires and this is considered a significant change. The contracting authority estimates that the total value over 4 years for the system part is approx. NOK 2- 4 million over four years.

5.1.9. Selection criteria

Sources of selection criteria: Notice

Criterion: Enrolment in a relevant professional register

Description of selection criterion: Tenderers are registered in a professional 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: Enrolment in a trade register

Description of selection criterion: The tenderer is 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: Authorisation or membership of a particular organisation needed for service contracts

Description of selection criterion: Is it necessary to have specific authorisation from a particular organisation in order to provide the service in the tenderer's home country?

Criterion: Authorisation or membership of a particular organisation needed for service contracts

Description of selection criterion: Is it necessary to have a particular membership in a particular organisation in order to provide the service in the tenderer's home country?

Criterion: Measures for ensuring quality

Description of selection criterion: For goods or services that are complicated or that in exceptional cases shall be used for a particular purpose: Will the tenderer allow checks of the tenderer's production capacity or technical capacity and, where necessary, of the survey and research facilities that the tenderer has at its disposal and of quality control measures? The inspections shall be undertaken by the contracting authority or the contracting authority can leave it to a competent public body in the country where the tenderer is established.

Criterion: Samples, descriptions, or photographs without certification of authenticity

Description of selection criterion: Procurement of goods: The tenderer presents supplies that shall be delivered, requested samples, descriptions or photographs, which do not need to be accompanied by certificates that they are genuine.

Criterion: Samples, descriptions, or photographs with certification of authenticity for supply contracts

Description of selection criterion: When procurement of goods: If requested, the tenderer further declares that they will deliver the requested certificates that they are genuine.

Criterion: Certificates by quality control institutes

Description of selection criterion: Can tenderers submit the requested certificates issued by official bodies for quality control, and who can confirm that the goods, which are clearly identified by reference to technical specifications or standards, as determined in the notice or in the procurement documents, are in accordance with these?

Criterion: Certificates by independent bodies about quality assurance standards

Description of selection criterion: Can tenderers submit certificates issued by independent bodies that document that the tenderer fulfils the stated quality assurance standards, including universal design requirements?

Criterion: Certificates by independent bodies about environmental management systems or standards

Description of selection criterion: Is the tenderer able to submit certificates issued by independent bodies as documentation that the tenderer fulfils the stated environmental management systems or standards?

Criterion: Other economic or financial requirements

Description of selection criterion: Requirement: Tenderers must have the financial capacity to fulfil the contract. Tenderers are required to be credit worthy, minimum A, in accordance with Dun & Bradstreet's service. RiskGuardian Suite, or have the financial capacity to execute the contract based on the contracting authority's judgement. Documentation requirement: The Contracting Authority will carry out an assessment of the tenderer's finances through the RiskGuardian Suite (RGS).

Criterion: Other economic or financial requirements

Description of selection criterion: This requirement only applies to Norwegian tenderers.

Requirement: Tenderers must have their tax, payroll tax and VAT in accordance with the legal provisions and the tenderer shall not have significant arrears. Any arrears or other irregularities must be justified. Documentation requirement: Documented by presenting the certificate "Information on taxes and duties". The certificate shall be of the type "RF-1507" and not "RF-1316". Tenderers can order such a certificate from the Norwegian Tax Administration on behalf of their activities. The tax certificate must not be older than six months calculated from the deadline for receipt of tenders.

Criterion: References on specified services

Description of selection criterion: Requirement: Tenderers, or employees at the tenderer are required to have experience from at least two assignments in the last three years, with a transferable value to this contract. This means the delivery of process support and system tools for the prevention and reduction of sick leave. Documentation requirement: Completed annex "The Tenderer's experience" or other document with equivalent information. If another document is used, the response shall be on maximum 1 A4 page. The response shall not include a cover page or table of contents. Any pages after page 1 will not be considered. Any links etc. in the reply will not be considered.

5.1.10. Award criteria

Criterion:

Type: Price

Name: Price

Description: Tenderers shall fill in the attached price form in their cost calculations and submit it as an annex to the tender in Excel format. All fields in the attached price form marked with yellow shall be completed. Missing the price fields can cause difficulties in assessing the tender and the tender can then be rejected. See further information in the tender documentation.

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

Award criterion number: 40

Criterion:

Type: Quality

Name: Quality

Description: Tenderers are asked to describe the offered process and system in order to achieve the municipality's objective of the procurement, for the prevention and reduction of sick leave. See further information in the tender documentation.

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

Award criterion number: 60

5.1.11. Procurement documents

Deadline for requesting additional information: 01/08/2026 22:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: <https://tendsign.com/doc.aspx?MeFormsNoticeld=94784>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://tendsign.com/doc.aspx?MeFormsNoticeld=94784&GoTo=Tender>

[MeFormsNoticeld=94784&GoTo=Tender](https://tendsign.com/doc.aspx?MeFormsNoticeld=94784&GoTo=Tender)

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

Electronic catalogue: Allowed

Variants: Not allowed

Tenderers may submit more than one tender: Allowed

Deadline for receipt of tenders: 10/08/2026 10:00:58 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 89 Days

Information about public opening:

Opening date: 10/08/2026 10:05:00 (UTC+00:00) Western European Time, GMT

Terms of contract:

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

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 1

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Sunnmøre tingrett

Information about review deadlines: In accordance with the current regulations.

8. Organisations

8.1. ORG-0001

Official name: Ålesund kommune

Registration number: 929911709

Department: Innkjøp

Postal address: Keiser Wilhelms gate 11

Town: Ålesund

Postcode: 6003

Country subdivision (NUTS): Møre og Romsdal (NO0A3)

Country: Norway

Contact point: Jonette Valaas Skare

Email: jonette.valaas.skare@alesund.kommune.no

Telephone: +4770162000

Roles of this organisation:

Buyer

8.1. ORG-0002

Official name: Sunnmøre tingrett

Registration number: 935365201

Postal address: Postboks 1354 Sentrum

Town: Ålesund

Postcode: 6001

Country subdivision (NUTS): Møre og Romsdal (NO0A3)

Country: Norway

Email: sunnmore.tingrett@domstol.no

Telephone: 70 33 47 00

Internet address: <https://www.domstol.no/no/domstoler/tingrett/sunnmore-tingrett/>

Roles of this organisation:

Review organisation

Notice information

Notice identifier/version: 45a4b43e-7a06-401f-9a40-89d0fc3750ef - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 16/06/2026 12:54:22 (UTC+00:00) Western European Time, GMT

Notice dispatch date (eSender): 16/06/2026 13:05:54 (UTC+00:00) Western European Time, GMT

Languages in which this notice is officially available: English

Notice publication number: 419186-2026

OJ S issue number: 116/2026

Publication date: 18/06/2026