

Norway-Oslo: Business and management consultancy and related services

OJ S 242/2015 15/12/2015

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Norsk pasientskadeerstatning (NPE) (Norwegian Patient Compensation)

National registration number: 984936923

Postal address: Postboks 3 St Olavs plass

Town: Oslo

Postal code: 0130

Country: Norway

For the attention of: Snorre Hagen

E-mail: snorre.hagen@npe.no

Telephone: +47 22994500

Fax: +47 22994590

Internet address(es):General address of the contracting authority: <http://www.npe.no>Address of the buyer profile: <https://kgv.doffin.no/ctm/Supplier/CompanyInformation/Index/1208>Electronic access to information: <https://kgv.doffin.no/ctm/Supplier/Documents/Folder/138732>**Additional information can be obtained from:**

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

Tenders or requests to participate must be submitted: the abovementioned address**I.2. Type of the contracting authority**

National or federal agency/office

I.3. Main activity

General public services

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

II.1. Description**II.1.1. Title attributed to the contract by the contracting authority**

Procurement of a value stream analysis — consultancy services.

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

Services

Service category No 11: Management consulting services [6] and related services

Main site or place of performance: Oslo, Norway.

NUTS code NO Norge

II.1.3. Information about a framework agreement or a dynamic purchasing system

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

NPE has a central aim of reducing case handling times. The time used in cases depends on many different factors, including conformity between resources and access to the case, the Public Administration Act's provisions on information to and equal rights for compensation applicants, acquisition of documentation from, amongst others, the health service and NPE's own routines for case handling and work flow in cases.

NPE would like to use a value stream analysis to uncover possible time wasting and any other obstacles to the most efficient work flow in cases. The aim is that this shall contribute to reduced case handling time (better flow), increased productivity and improved user experience. The procurement aims to establish a contract with a provider of consultancy services, where the consultants have competence and experience with this type of work. It is estimated that the consultant shall be engaged to an extent equivalent to between 80 and 100 % of a full-time position for as long as the project is ongoing. As stated in the requirement specifications, we reckon that the assignment can be solved in 4 to 6 months, but tenderers must themselves define both the extent and length of the assignment in the description of the solution. The contract will be valid for the period when the assignment is being solved, but NPE can take up an option for an extension if there is a need for follow-up activities in the assignment. The follow-up activities will have a limited extent.

II.1.6. CPV code(s)

79400000 Business and management consultancy and related services, 79421000 Project-management services other than for construction work

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.1.8. Lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

We reckon that the assignment can be solved over a period of between 4 to 6 months.

Estimated value excluding VAT:

Range: between 1 100 000 and 1 300 000 NOK

II.2.2. Information about options

Options: yes

Description of options: Provided that the final report states that there are some parts of the case flow that ought to be looked at in more detail, or other needs are elicited that are connected to the services, NPE can take up an option for minor follow-up assignments.

II.2.3. Information about renewals

This contract is subject to renewal: no

II.3. Duration of the contract or time limit for completion

Duration in months: 006 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

III.2.2. Economic and financial ability

List and brief description of conditions: The tenderer is required to have good financial solidity.
— A credit assessment shall be provided from a publicly certified credit rating institution. The evaluation shall be based on the last known fiscal figures with an indication of how the credit rating has evolved during the past 3 years.

III.2.3. Technical and professional ability

List and brief description of conditions:

Good implementation abilities are required.

— An overview of the tenderer's average, general workforce and the number of employees in the administrative management during the last 3 years;

Experience from similar deliveries is required.

— The tenderer's most important similar assignments over the last 3 years, including a description of the assignment, value, date and recipients.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.1.2. Information about the limits on the number of candidates to be invited

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

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

2015/11242

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Payable documents: no

IV.3.4. Time limit for receipt of tenders or requests to participate

18.1.2016 - 13:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted

Other: Norwegian.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 003 (from the date stated for receipt of tender)

IV.3.8. Conditions for opening of tenders

Persons authorised to be present at the opening of tenders: no

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

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

VI.3. Additional information

The procurement will be carried out in accordance with the public procurement regulations part III, which means that negotiations are not allowed. The service's character, however, means that it is important to assess the offered consultants' relevant qualities through an oral meeting

or interview.

For tenderers who are qualified for further participation in the competition, we will invite the consultants to an interview. Emphasis is put on the fact that it is only the consultants who shall be present, not the offered reserves. Sales personnel or other personnel in the tenderer's management shall not be present.

The ban on negotiations in an open tender contest is clear, and we will not ask for the tender to be presented or otherwise discussed at the meeting. The written tender will, in other words, not be a topic in the meeting. In the meeting the consultant will be asked to present a topic that we presume is well known by the consultant and then the meeting participants from NPE will assess the consultant's personal qualities, conduct, role understanding and communication abilities. These are personal and individual qualities that are difficult to document in a written tender and which are seen as important aspects for the quality of the delivery.

VI.4. Procedures for review

VI.4.1. Review body

VI.4.2. Review procedure

VI.4.3. Service from which information about the review procedure may be obtained

VI.5. Date of dispatch of this notice

10.12.2015