

606549-2026 - Competition

Norway – Social work services with accommodation – EST- EEA - 005-2026 - Agreement on residential and service offers for 2 male users.

OJ S 170/2026 03/09/2026

Contract notice – light regime

Services

1. Buyer

1.1. Buyer

Official name: Bergen kommune - Byrådsavdeling for barnevern, sosiale tjenester og mangfold

Email: ayat.gebenawy@bergen.kommune.no

2. Procedure

2.1. Procedure

Title: EST- EEA - 005-2026 - Agreement on residential and service offers for 2 male users.

Description: The Social Services Department is responsible for individual services for persons with substance abuse problems, including health and care services in accordance with the Patient and User Rights Act § 2-1a, cf. The Health and Care Services Act § 3-2, 6th section letter b, and shall offer residential and service offers to two male users with ROP-disorder. The purpose of the service offer is to ensure proper health and care services through a residential offer that facilitates a safe, predictable and worthy everyday life with a high quality of life. The services shall be based on an environmental therapeutic approach with an emphasis on care, clear communication, structure and regulation of behaviour. Tenders shall be procured with 24 hour health and care services for both users. User B has a long term pairing and the tender must therefore also include housing for the person concerned's partner. If the residential and service offer to one of the users ceases during the contract period, the municipality must have the possibility to let another user within the same target group (persons with drugs and/or ROP disorder) take over the place. Further terms for this will be agreed between the contracting authority and the tenderer.

Procedure identifier: ee329891-bf50-43a1-aeb4-7d48a12c9237

Internal identifier: 2026/224420

Type of procedure: Open

Main features of the procedure: Bergen municipality shall procure a co-localised residential and service offer with 24 hour health and welfare services for two adult men with extensive drug and mental health challenges (ROP-disorders). The tender shall provide security, structure, care and follow-up through an environmental therapeutic approach, with the aim of ensuring worthy everyday life and the best possible quality of life. Both users have significant health, function and follow-up needs, and it has been assessed that they need 24 hour staffed housing with close facilitation and assistance in everyday life. One user shall be able to live with his partner. The housing system shall consist of two separate residential units with separate entrance, at the same time that the services can be organised with joint personnel and personnel facilities. Tenderers shall offer individually adapted services, including support for daily tasks, health care, drug handling, activity, coordination with auxiliary apparatuses and handling challenging behaviours. High competence within drugs, mental health, environmental therapy, handling violence and aggression is a central requirement. The procurement also includes requirements for suitable housing, manpower, reporting, management and quality

assurance. The tenders will be assessed on the quality of the services, the competence of key personnel, the ability to ensure stable manpower, the suitability of the accommodation as well as price. See the attached assignment description for a detailed description of the users' needs, requirements for the service delivery, housing, manpower and award criteria.

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 85311000 Social work services with accommodation

Additional classification (cpv): 85000000 Health and social work services, 85300000 Social work and related services, 85320000 Social services

2.1.2. Place of performance

Country subdivision (NUTS): Vestland (NO0A2)

Country: Norway

2.1.3. Value

Estimated value excluding VAT: 61 000 000,00 NOK

2.1.4. General information

Legal basis:

Directive 2014/24/EU

Anskaffelsesforskriften - Open tender contest in accordance with the Public Procurement Regulations, parts I and VI

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document (ESPD), 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? Fraud included in Article 1 of the Convention on protection of the Financial Interests of the European Communities (EFT C 316 of 27.11.1995, p. 48).

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).

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: Have the tenderer:a) given grossly incorrect information when notifying the information required to verify that there is no basis for rejection, or of the qualification requirements being met,b) failed to provide such information,c) subject to immediately submitting the supporting documents requested by the Contracting Authority, ord) improperly affecting 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: Are tenderers 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 of obligations set under purely national exclusion grounds: The contracting authority shall state that in Norway there are national rejection reasons. These shall be described in the procurement documents. Tenderers must respond to whether they are in one or more of the situations described in the national rejection reasons. Will the purely national rejection reasons, as stated in the relevant notice or in the procurement documents, apply?

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 his tax and duty obligations in the country in which he is established, and in the contracting authority's member state, if this is a different country than what he is established in?

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 made mandatory in accordance with the current national law without the possibility for exceptions.

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 made mandatory in accordance with the current national law without the possibility for exceptions.

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 made mandatory in accordance with the current national law without the possibility for exceptions.

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 made mandatory in accordance with the current national law without the possibility for exceptions.

Analogous situation like bankruptcy, insolvency or arrangement with creditors under national law: 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 made mandatory in accordance with the current national law without the possibility for exceptions.

5. Lot

5.1. Lot: LOT-0000

Title: EST- EEA - 005-2026 - Agreement on residential and service offers for 2 male users.

Description: The Social Services Department is responsible for individual services for persons with substance abuse problems, including health and care services in accordance with the Patient and User Rights Act § 2-1a, cf. The Health and Care Services Act § 3-2, 6th section letter b, and shall offer residential and service offers to two male users with ROP-disorder. The purpose of the service offer is to ensure proper health and care services through a residential offer that facilitates a safe, predictable and worthy everyday life with a high quality of life. The services shall be based on an environmental therapeutic approach with an emphasis on care, clear communication, structure and regulation of behaviour. Tenders shall be procured with 24 hour health and care services for both users. User B has a long term pairing and the tender must therefore also include housing for the person concerned's partner. If the residential and service offer to one of the users ceases during the contract period, the municipality must have the possibility to let another user within the same target group (persons with drugs and/or ROP disorder) take over the place. Further terms for this will be agreed between the contracting authority and the tenderer.

Internal identifier: 2026/224420

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Main nature of the contract: Services

Main classification (cpv): 85311000 Social work services with accommodation

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5.1.2. Place of performance

Country subdivision (NUTS): Vestland (NO0A2)

Country: Norway

5.1.3. Estimated duration

Duration: 48 Months

5.1.5. Value

Estimated value excluding VAT: 61 000 000,00 NOK

5.1.6. General information

Reserved participation:

Participation is not reserved.

5.1.9. Selection criteria

Sources of selection criteria: Notice, European Single Procurement Document (ESPD)

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. Minimum qualification requirements Tenderers shall be a legally registered company. Documentation: Documentation: Documentation must not be enclosed for tenderers registered in the Norwegian Register of Units. The contracting authority will check the registration by using the organisation number stated in the tenderer's Merccell profile. Tenderers who are not registered in the above register must present a certificate or confirmation (equivalent company registration certificate) for registration in a trade or business register as prescribed by the law of the country where the tenderer is established. Such a certificate shall not be issued more than six months before the tender deadline

Criterion: Other economic or financial requirements

Description of selection criterion: Regarding any other economic and financial requirements that have been stated in the notice or in the procurement documents, the tenderer declares that: Minimum qualification requirements Regarding any other economic and financial requirements that have been stated in the notice or in the procurement documents, the tenderer declares that: Description of the requirement/documentation: The tenderer has sufficient economic and financial capacity to fulfil the contract. The required financial capacity will be assessed in relation to the contract's value, benefits, risk and duration. All the received and any obtained information will form the basis for an overall assessment of whether the qualification requirement is fulfilled. Documentation requirement: The contracting authority will check a credit rating carried out by the credit company Creditsafe. Tenderers do not need to enclose their credit rating. Newly established tenderers can submit a bank statement as proof of credit worthiness. Foreign companies: The contracting authority will check the tenderer's financial situation from Creditsafe (<https://www.creditsafe.com>). If the tenderer is not registered in Creditsafe's registers, the company's last two auditor approved annual accounts shall be submitted upon request. If information in the above sources is not correct or supplementary information is needed to highlight the company's economic and financial situation, this can be provided.

Criterion: References on specified services

Description of selection criterion: Only for services: In the reference period, the tenderer has carried out the following important goods deliveries of the requested type, or the following important services of the requested type. The contracting authority can require up to three years experience and allow experience from the previous three years to be taken into consideration. Minimum qualification requirements The tenderer is required to have experience from assignments of equivalent complexity and scope to the assignment in question. The tenderer's experience must be verified by the contracting authority. A minimum of three relevant reference assignments must therefore be given that the tenderer has carried out. The reference assignments shall not be older than five years from the tender deadline. For each reference assignment, the following information must be provided: Description of the assignment, including duration, time period and extent. The contracting authority's name as well as contact information (telephone number and email address). The contracting authority reserves the right to contact the provided references in order to verify the tenderer's experience and implementation ability.

Criterion: Technicians or technical bodies for quality control

Description of selection criterion: Tenderers can use the following technical personnel or technical units, particularly those who are responsible for quality control: For technical personnel or technical units that do not directly belong to the tenderer's business, but if the capacity the tenderer will use, cf. part II, section C, separate ESPD forms shall be supplemented. Minimum qualification requirements Tenderers are required to have sufficient technical resources and the capacity to carry out the assignment in accordance with the contracting authority's needs. Documentation: Tenderers shall enclose an overview of personnel with technical/professional competence that are relevant for the execution of this delivery. The overview shall include the person's professional qualifications, experience and how the person is intended to be used in the relevant delivery. All resources stated shall have sufficient capacity in the contract period to be able to be used as described.

Criterion: Measures for ensuring quality

Description of selection criterion: The tenderer utilises the following technical facilities and quality assurance measures and the tenderer's survey and research facility is as follows: Minimum qualification requirements The contracting authority requires that all tenderers have implemented a quality management system that is satisfactory to ensure the quality of execution in this contract. Documentation requirement: Description of the company's implemented quality management system. A certificate shall be submitted for the company's quality management system issued by independent bodies that confirm that the company fulfils certain quality management standards, for example ISO 9001. If the company does not have such certificate, other documentation of the company's quality management system shall be provided. In such cases as a minimum the following shall be submitted: + the system's name and detailed table of contents + general description of the contents of the system, including an overview of control plans and check-lists that are relevant for this contract + organisation chart showing the responsibilities in the quality management system + description of routines for internal control and handling of deviations (work with corrective and preventive measures) + a description of how the system will be used to ensure the quality of this contract. All received or obtained documentation will form the basis for an overall assessment of whether the qualification requirement is fulfilled.

Criterion: Relevant educational and professional qualifications

Description of selection criterion: The following education and professional qualifications are possessed by the tenderer and/or (depending on the requirements set in the notice or in the procurement documents) of the leading employees: Minimum qualification requirements Tenderers shall have sufficient competence and professional qualifications to manage and quality assure the delivery. Documentation: Tenderers shall enclose an overview of what experience and professional qualifications have in the management group and/or key personnel who will be responsible for the delivery.

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? Minimum qualification requirements The contracting authority requires that all tenderers have implemented a certified quality management system that is satisfactory to ensure the quality of the execution of this contract. Documentation requirement: Certificate issued by an independent body that is certified for certification. The certificate must confirm that the tenderer's quality management system complies with requirements in a relevant European standard, for example ISO 9001. If a tenderer does not have such a certificate, the tenderer must provide other documentation for quality assurance measures that are equivalent to a relevant European quality assurance standard. Tenderers must also document that the measures are equivalent to those required in accordance with such quality assurance standard.

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? Minimum qualification requirements The contracting authority requires that all tenderers have implemented procedures and systems, certified by independent third parties, that ensure that the execution of this contract has a low impact on the environment. Documentation requirement: Certificate issued by an independent body that is certified for certification. The certificate must confirm that the tenderer's environmental

management system complies with requirements in a relevant standard. Documentation is required that the tenderer either has an Eco-lighthouse certificate, is EMAS certified, is certified in accordance with ISO 14001, or have a valid certificate from other relevant environmental management schemes or standards. If a tenderer does not have such a certificate, the tenderer must provide other documentation for environmental management measures that are equivalent to a relevant environmental management scheme or standard. Tenderers must also document that the measures are equivalent to those required in accordance with such an environmental management scheme or standard. Tenderers who are qualified on the basis of other documentation for environmental management measures than the third-party certification that is awarded the contract, will be obliged to carry out third-party certification of their environmental management system. This is further described in the contractual requirements that are included in the annex for changes to the standard contract.

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: Norwegian

Deadline for requesting additional information: 17/09/2026 10:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: <https://permalink.mercell.com/289657433.aspx>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://permalink.mercell.com/289657433.aspx>

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

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

Variants: Not allowed

Deadline for receipt of tenders: 25/09/2026 10:00:00 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 4 Months

Terms of contract:

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

8. Organisations

8.1. ORG-0001

Official name: Bergen kommune - Byrådsavdeling for barnevern, sosiale tjenester og mangfold

Registration number: 964338531

Department: Byrådsavdeling for barnevern, sosiale tjenester og mangfold

Postal address: Postboks 7700

Town: BERGEN

Postcode: 5020

Country subdivision (NUTS): Vestland (NO0A2)

Country: Norway

Contact point: Ayat Al Gebenawy

Email: ayat.gebenawy@bergen.kommune.no

Telephone: +47 05556

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

Roles of this organisation:

Notice information

Notice identifier/version: f2a41e86-3096-4c0a-adeb-b606427262d8 - 01

Form type: Competition

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