

**Norway-Mo i Rana: Tutorial services**  
**OJ S 240/2021 10/12/2021**  
**Contract notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: ARBEIDS- OG VELFERDSETATEN (NAV)

National registration number: 889640782

Postal address: Postboks 354

Town: Mo i Rana

NUTS code: NO060 Trøndelag

Postal code: 8601

Country: Norway

Contact person: Gro-Stine Vold

E-mail: [gro-stine.vold@nav.no](mailto:gro-stine.vold@nav.no)

**Internet address(es):**

Main address: <https://permalink.mercell.com/168189789.aspx>

Address of the buyer profile: <http://www.nav.no/>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://permalink.mercell.com/168189789.aspx>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://permalink.mercell.com/168189789.aspx>

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

Ministry or any other national or federal authority, including their regional or local subdivisions

**I.5. Main activity**

General public services

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**Section II: Object**

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

**II.1.1. Title**

Sales, service and customer care courses including work as a trainee

Reference number: 21/17303

**II.1.2. Main CPV code**

80590000 Tutorial services

**II.1.3. Type of contract**

Services

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

Training of jobseekers looking for work in sales, service, customer care, including reception work and café / canteen services. The course is a combination of theory and practical training. The total estimated contract value is NOK 17,600,000. The estimated maximum contract value is NOK 26,400,000.

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

Value excluding VAT: 26 400 000,00 NOK

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

This contract is divided into lots: yes  
Tenders may be submitted for all lots

### **II.2. Description**

#### **II.2.1. Title**

Tender submission  
Lot No: 1

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

80590000 Tutorial services

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

NUTS code: NO020 Innlandet

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

Training of jobseekers looking for work in sales, service, customer care, including reception work and café / canteen services. The course is a combination of theory and practical training. The total estimated contract value is NOK 17,600,000. The estimated maximum contract value is NOK 26,400,000.

#### **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**

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

Duration in months: 24  
This contract is subject to renewal: no

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

Variants will be accepted: no

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

Options: yes  
Description of options:  
A 2 year contract. Option for one year plus one year.

#### **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**

## **II.2. Description**

### **II.2.1. Title**

Service area 1  
Lot No: 2

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

80590000 Tutorial services

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

NUTS code: NO020 Innlandet  
Main site or place of performance: Hamar

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

Training of jobseekers looking for work in sales, service, customer care, including reception work and café / canteen services. The course is a combination of theory and practical training. The total estimated contract value is NOK 17,600,000. The estimated maximum contract value is NOK 26,400,000.

### **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**

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

Duration in months: 24  
This contract is subject to renewal: no

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

Variants will be accepted: no

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

Options: yes  
Description of options:  
A 2 year contract. Option for 1 year plus 1 year extension.

### **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**

## **II.2. Description**

### **II.2.1. Title**

Service Area 2  
Lot No: 3

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

80590000 Tutorial services

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

NUTS code: NO020 Innlandet  
Main site or place of performance: Kongsvinger.

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

Training of jobseekers looking for work in sales, service, customer care, including reception work and café / canteen services. The course is a combination of theory and practical training. The total estimated contract value is NOK 17,600,000. The estimated maximum contract value is NOK 26,400,000.

#### **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**

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

Duration in months: 24

This contract is subject to renewal: no

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

Variants will be accepted: no

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

Options: yes

Description of options:

A 2 year contract. Option for one year plus one year.

#### **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**

##### **II.2. Description**

##### **II.2.1. Title**

Service area 3

Lot No: 4

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

80590000 Tutorial services

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

NUTS code: NO020 Inlandet

Main site or place of performance: Elverum and Tynset.

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

Training of jobseekers looking for work in sales, service, customer care, including reception work and café / canteen services. The course is a combination of theory and practical training. The total estimated contract value is NOK 17,600,000. The estimated maximum contract value is NOK 26,400,000.

##### **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**

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

Duration in months: 24

This contract is subject to renewal: no

**II.2.10. Information about variants**

Variants will be accepted: no

**II.2.11. Information about options**

Options: yes

Description of options:

A 2 year contract. Option for one year plus one year.

**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**

**II.2. Description**

**II.2.1. Title**

Service area 4

Lot No: 5

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

80590000 Tutorial services

**II.2.3. Place of performance**

NUTS code: NO020 Innlandet

Main site or place of performance: Otta and Vinstra

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

Training of jobseekers looking for work in sales, service, customer care, including reception work and café / canteen services. The course is a combination of theory and practical training. The total estimated contract value is NOK 17,600,000. The estimated maximum contract value is NOK 26,400,000.

**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**

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

Duration in months: 24

This contract is subject to renewal: no

**II.2.10. Information about variants**

Variants will be accepted: no

**II.2.11. Information about options**

Options: yes

Description of options:

A 2 year contract. Option for one year plus one year.

### **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**

#### **II.2. Description**

##### **II.2.1. Title**

Service area 5  
Lot No: 6

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

80590000 Tutorial services

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

NUTS code: NO020 Innlandet  
Main site or place of performance: Gjøvik and Fagernes

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

Training of jobseekers looking for work in sales, service, customer care, including reception work and café / canteen services. The course is a combination of theory and practical training. The total estimated contract value is NOK 17,600,000. The estimated maximum contract value is NOK 26,400,000.

##### **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**

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

Duration in months: 24  
This contract is subject to renewal: no

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

Variants will be accepted: no

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

Options: yes  
Description of options:  
A 2 year contract. Option for one year plus one year.

### **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**

#### **II.2. Description**

##### **II.2.1. Title**

Service area 6  
Lot No: 7

##### **II.2.2.**

**Additional CPV code(s)**

80590000 Tutorial services

**II.2.3. Place of performance**

NUTS code: NO020 Innlandet

Main site or place of performance: Lillehammer

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

Training of jobseekers looking for work in sales, service, customer care, including reception work and café / canteen services. The course is a combination of theory and practical training. The total estimated contract value is NOK 17,600,000. The estimated maximum contract value is NOK 26,400,000.

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

Duration in months: 24

This contract is subject to renewal: no

**II.2.10. Information about variants**

Variants will be accepted: no

**II.2.11. Information about options**

Options: yes

Description of options:

A 2 year contract. Option for one year plus one year.

**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 IV: Procedure**

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**IV.1. Description****IV.1.1. Type of procedure**

Open procedure

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

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

**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.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2021/S 212-560399](#)

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

Date: 10/01/2022 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: 2 (from the date stated for receipt of tender)

**IV.2.7. Conditions for opening of tenders**

Date: 10/01/2022 Local time: 12:00

Place:

Hamar

Information about authorised persons and opening procedure: Gro-Stine Vold and Eldbjørg Solem Skogli

**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: Østre Innlandet tingrett

Town: Hamar

Country: Norway

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

07/12/2021