

489972-2026 - Hange

Norra – Äri- ja juhtimisalased nõustamis- ja seonduvad teenused – Procurement - Process support and system tool for the prevention and reduction of sick leave, 2026

OJ S 134/2026 15/07/2026

Hanketeade või kontsessiooniteade – üldkord - Paranduse teade
Teenused

1. Hankija

1.1. Hankija

Ametlik nimi: Ålesund kommune

E-posti aadress: jonette.valaas.skare@alesund.kommune.no

Hankija õiguslik vorm: Kohaliku omavalitsuse kontrollitav avalik-õiguslik isik

Hankija tegevus: Üldised avalikud teenused

2. Menetlus

2.1. Menetlus

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

Kirjeldus: 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.

Menetluse tunnus: 91690aa5-8bbb-456e-94ab-a403904a9d12

Sisemine tunnus: 26/490

Menetluse liik: Avatud

Kiirendatud menetlus: ei

2.1.1. Eesmärk

Lepingu olemus: Teenused

Peamine liigitus (cpv): 79400000 Äri- ja juhtimisalased nõustamis- ja seonduvad teenused

Täiendav liigitus (cpv): 48000000 Tarkvarapaketid ja infosüsteemid, 72000000 IT-teenused: nõuande-, tarkvaraarendus-, Interneti- ja tugiteenused, 72260000 Tarkvaraga seotud teenused, 79000000 Õigus-, turundus-, nõustamis-, värbamis-, trüki- ja turvaalased kommertsteenused, 79410000 Äri- ja juhtimisalased nõustamisteenused, 79414000 Personalijuhtimise nõustamisteenused, 79420000 Juhtimisega seotud teenused

2.1.2. Lepingu täitmise koht

Riik – jaotus (NUTS): Møre og Romsdal (NO0A3)

Riik: Norra

Lisateave: Ålesund municipality.

2.1.4. Üldine teave

Lisateave: 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.

Õiguslik alus:

Direktiiv 2014/24/EL

2.1.6. Kõrvaldamise alused

Väljajätmise aluste allikad: Teade

Korruptsioon: 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.

Pettus: 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?

Rahapesu või terrorismi rahastamine: 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?

Kuritegelikus ühenduses osalemine: 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)

Terroriakti toimepanek või terroristliku tegevusega seotud õigusrikkumised: 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.

Laste tööjõu kasutamine ja muud inimkaubanduse vormid: 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).

Keskkonnaõiguse valdkonnas kohaldatavate kohustuste täitmata jätmine: 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.

Tööõiguse valdkonnas kohaldatavate kohustuste täitmata jätmine: 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.

Sotsiaalõiguse valdkonnas kohaldatavate kohustuste täitmata jätmine: 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.

Konkurentsi moonutamise eesmärgil teiste ettevõtjatega sõlmitud kokkulepped: Has the tenderer entered into agreement(s) with other tenderers with the intention of turning the competition?

Tõsine ametialane rikkumine: Has the tenderer committed serious errors in professional practice? If relevant, see the definitions in national law, the relevant notice or procurement documents.

Valeandmete esitamine, teabe esitamata jätmine, suutmatuse nõutud dokumente esitada või selle menetluse kohta konfidentsiaalse teabe saamine: 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?

Hankemenetluses osalemisega kaasnev huvide konflikt: Is the tenderer aware of a conflict of interest as stated in national law, the relevant notice or procurement documents?

Otsene või kaude osalemine käesoleva hankemenetluse ettevalmistamisel: 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?

Ennetähtaegne lõpetamine, kahjutasu või võrreldavad sanktsioonid: 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?

Sotsiaalkindlustusmaksete tasumise kohustuse rikkumine: 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?

Maksude tasumise kohustuse rikkumine: 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?

Äritegevus on peatatud: Has the tenderer's business conduct been stopped?

Pankrot: 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.

Kokkulepe võlausaldajatega: 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.

Maksejõuetus: 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.

Vara haldab likvideerija: 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.

Siseriikliku õiguse kohane samalaadne olukord, näiteks pankrot: 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. Osa

5.1. Osa: LOT-0000

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

Kirjeldus: 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.

Sisemine tunnus: 26/490

5.1.1. Eesmärk

Lepingu olemus: Teenused

Peamine liigitus (cpv): 79400000 Äri- ja juhtimisalased nõustamis- ja seonduvad teenused

Täiendav liigitus (cpv): 48000000 Tarkvarapaketid ja infosüsteemid, 72000000 IT-teenused:

nõuande-, tarkvaraarendus-, Interneti- ja tugiteenused, 72260000 Tarkvaraga seotud teenused, 79000000 Õigus-, turundus-, nõustamis-, värbamis-, trüki- ja turvaalased kommertsteenused,

79410000 Äri- ja juhtimisalased nõustamisteenused, 79414000 Personalijuhtimise nõustamisteenused, 79420000 Juhtimisega seotud teenused

Täiendavad hankevõimalused:

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

5.1.2. Lepingu täitmise koht

Riik – jaotus (NUTS): Møre og Romsdal (NO0A3)

Riik: Norra

Lisateave: Ålesund municipality.

5.1.3. Eeldatav kestus

Kestus: 2 Aastad

5.1.4. Uuendamine

Maksimaalne lepingu uuendamiste arv: 2

Muu informatsioon uuendamise kohta: Renewal lenght is 12 months

5.1.6. Üldine teave

Reserveeritud osalemine:

Osalemine ei ole reserveeritud.

Hankeprojekt, mida ei rahastata ELi vahenditest

Hanke suhtes kohaldatakse riigihankelepingut (GPA): jah

See hange sobib ka väikestele ja keskmise suurusega ettevõtjatele (VKEd): jah

Lisateave: 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. Kvalifitseerimistingimused

Valikukriteeriumide allikad: Teade

Kriteerium: Registreerimine asjakohases kutsealases registris

Valikukriteeriumi kirjeldus: 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.

Kriteerium: Registreerimine äriregistris

Valikukriteeriumi kirjeldus: 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.

Kriteerium: Teenuselepingute jaoks on vaja luba või kuulumist teatud organisatsiooni

Valikukriteeriumi kirjeldus: Is it necessary to have specific authorisation from a particular organisation in order to provide the service in the tenderer's home country?

Kriteerium: Teenuselepingute jaoks on vaja luba või kuulumist teatud organisatsiooni

Valikukriteeriumi kirjeldus: Is it necessary to have a particular membership in a particular organisation in order to provide the service in the tenderer's home country?

Kriteerium: Kvaliteedi tagamise meetmed

Valikukriteeriumi kirjeldus: 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.

Kriteerium: Näidised, kirjeldused või fotod ilma autentsussertifikaadita

Valikukriteeriumi kirjeldus: 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.

Kriteerium: Näidised, kirjeldused või fotod autentsussertifikaadiga tarnelepingute jaoks

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

Kriteerium: Kvaliteedikontrolli instituutide sertifikaadid

Valikukriteeriumi kirjeldus: 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?

Kriteerium: Sõltumatute asutuste poolt väljastatud sertifikaadid kvaliteedi tagamise standardite kohta

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

Kriteerium: Sõltumatute asutuste poolt väljastatud sertifikaadid keskkonnajuhtimise süsteemide või standardite kohta

Valikukriteeriumi kirjeldus: Is the tenderer able to submit certificates issued by independent bodies as documentation that the tenderer fulfils the stated environmental management systems or standards?

Kriteerium: Muud majanduslikud või finantsnõuded

Valikukriteeriumi kirjeldus: 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).

Kriteerium: Muud majanduslikud või finantsnõuded

Valikukriteeriumi kirjeldus: 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.

Kriteerium: Viited määratud teenustele

Valikukriteeriumi kirjeldus: 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. Pakkumuste hindamise kriteeriumid

Kriteerium:

Liik: Hind

Nimi: Price

Kirjeldus: 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.

Hindamise kaalukriteeriumi kategooria: Kaal (protsentides, täpne)

Hindamiskriteerium – arv: 40

Kriteerium:

Liik: Kvaliteet

Nimi: Quality

Kirjeldus: 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.

Hindamise kaalukriteeriumi kategooria: Kaal (protsentides, täpne)

Hindamiskriteerium – arv: 60

5.1.11. Hankedokumendid

Lisateabe taotlemise tähtaeg: 02/08/2026 22:00:00 (UTC+00:00) Lääne-Euroopa aeg, Greenwichi aeg

5.1.12. Hanke tingimused

Esitamise tingimused:

Elektrooniline esitamine: Nõutav

Esitamise aadress: <https://tendsign.com/doc.aspx?MeFormsNoticeId=94784&GoTo=Tender>

Keeled, milles võib pakkumusi või osalemistaotlusi esitada: norra keel

Elektrooniline kataloog: Lubatud

Variandid: Ei ole lubatud

Pakkujad võivad esitada rohkem kui ühe pakkumuse: Lubatud

Pakkumuste esitamise tähtaeg: 11/08/2026 10:00:58 (UTC+00:00) Lääne-Euroopa aeg,

Greenwichi aeg

Periood, mille jooksul pakkumus peab jääma kehtivaks: 89 Päevad

Teave avaliku avamise kohta:

Avamise kuupäev: 11/08/2026 10:05:00 (UTC+00:00) Lääne-Euroopa aeg, Greenwichi aeg

Lepingutingimused:

Lepingu täitmine peab toimuma kaitstud tööhõive programmide raames: Ei

E-arveldamine: Nõutav

Kasutatakse elektroonilisi tellimusi: jah

Kasutatakse elektroonilisi makseid: jah

5.1.15. Vahendid

Raamleping:

Raamleping ilmaminikonkursita

Osalejate maksimaalne arv: 1

Teave dūnaamilise hankesūsteemi kohta:

Ei kohaldata dūnaamilist hankesūsteemi

5.1.16. Lisateave, lepitus ja vaidlustus

Vaidlustusorgan: Sunnmøre tingrett

Teave vaidlustamise tähtaegade kohta: In accordance with the current regulations.

8. Organisatsioonid

8.1. ORG-0001

Ametlik nimi: Ålesund kommune

Registreerimisnumber: 929911709

Osakond: Innkjøp

Postiaadress: Keiser Wilhelms gate 11

Linn: Ålesund

Sihtnumber: 6003

Riik – jaotus (NUTS): Møre og Romsdal (NO0A3)

Riik: Norra

Kontaktpunkt: Jonette Valaas Skare

E-posti aadress: jonette.valaas.skare@alesund.kommune.no

Telefon: +4770162000

Selle organisatsiooni rollid:

Hankija

8.1. ORG-0002

Ametlik nimi: Sunnmøre tingrett

Registreerimisnumber: 935365201
Postiaadress: Postboks 1354 Sentrum
Linn: Ålesund
Sihtnumber: 6001
Riik – jaotus (NUTS): Møre og Romsdal (NO0A3)
Riik: Norra
E-posti aadress: sunnmore.tingrett@domstol.no
Telefon: 70 33 47 00
Internetiaadress: <https://www.domstol.no/no/domstoler/tingrett/sunnmore-tingrett/>
Selle organisatsiooni rollid:
Vaidlustusorgan

10. Muudatus

Eelmise teate versioon, mida muudetakse

:

45a4b43e-7a06-401f-9a40-89d0fc3750ef-01

Muudatuse peamine põhjus

:

Teave ajakohastatud

Kirjeldus

:

The deadline for receipt of tenders is postponed with 1 day (the deadline for asking questions has been postponed equivalently).

10.1. Muudatus

Punkti tunnus: LOT-0000

Muudatuste kirjeldus: The deadline for receipt of tenders is postponed with 1 day (the deadline for asking questions has been postponed equivalently).

Teave teate kohta

Teate tunnus/versioon: ce5f7ce4-a269-4f06-89fb-a2215945985b - 01

Vormi liik: Hange

Teate liik: Hanketeade või kontsessiooniteade – üldkord

Teate alaliik: 16

Teate saatmise kuupäev: 14/07/2026 07:47:42 (UTC+00:00) Lääne-Euroopa aeg, Greenwichi aeg

Teate saatmise kuupäev (eSender): 14/07/2026 08:01:12 (UTC+00:00) Lääne-Euroopa aeg, Greenwichi aeg

Keeled, milles käesolev teade on ametlikult kättesaadav: inglise keel

Teate avaldamise number: 489972-2026

ELT S väljaande number: 134/2026

Avaldamise kuupäev: 15/07/2026