

185265-2026 - Mise en concurrence

Norvège – Services de santé et services sociaux – Concession for user controlled personal assistance (BPA) 2026

OJ S 53/2026 17/03/2026

Avis de marché ou de concession – régime ordinaire

Services

1. Acheteur

1.1. Acheteur

Nom officiel: Fredrikstad kommune

Adresse électronique: kingje@fredrikstad.kommune.no

Forme juridique de l'acheteur: Organisme de droit public, contrôlé par une autorité locale

Activité du pouvoir adjudicateur: Services d'administration générale

1.1. Acheteur

Nom officiel: Hvaler kommune

Adresse électronique: kingje@fredrikstad.kommune.no

Forme juridique de l'acheteur: Organisme de droit public, contrôlé par une autorité locale

Activité du pouvoir adjudicateur: Services d'administration générale

1.1. Acheteur

Nom officiel: Råde kommune

Adresse électronique: kingje@fredrikstad.kommune.no

Forme juridique de l'acheteur: Organisme de droit public, contrôlé par une autorité locale

Activité du pouvoir adjudicateur: Services d'administration générale

2. Procédure

2.1. Procédure

Titre: Concession for user controlled personal assistance (BPA) 2026

Description: The contracting authority invites tenderers to a competition for a service concession contract for user-controlled personal assistance (BPA).

Identifiant de la procédure: c5d4a5fb-44e2-403a-bd70-d5dd2118883a

Identifiant interne: 2026/5162

Principales caractéristiques de la procédure et informations sur l'endroit où obtenir les règles complètes applicables à la procédure: The contracting authority has organised user-controlled personal assistance (BPA) service as a scheme with free user choice. The scheme is organised by entering into service concession contracts. All risk lies with the tenderer, as the tenderer will depend on the user choice for getting an assignment. Each work manager will, after the service has been granted, choose the tenderer. As long as the contracting authority receives a sufficient number of suitable tenders, a service concession contract shall be signed with up to 5 tenderers for the delivery of BPA. The service concession contract will be valid for 4 years, with an option for the contracting authority to extend the contract for 1+1 year (total 6 years). The contract will be based on NS 8435:2025 General contract terms for user controlled personal assistance (BPA) with the accompanying form A and B. Amendments and additions are stated in form A. Amendments and addition to form B is stated in form B. NS 8435:2025 must be purchased from standard Norway (www.standard.no). A service concession contract shall be signed with each individual municipality in separate contract documents. The price for

the service is fixed by the contracting authority and stated in form A. The price will be the same for all contracts for user-controlled personal assistance that will be entered into in the service concession scheme. The price shall include all of the tenderer's costs in accordance with NS 8435:2025 point 9.1. Reservations can be made on the price or price model. In 2025 the municipalities purchased BPA services for: Fredrikstad: approx. NOK 102 millionWhales: municipality approx. NOK 3.6 million: municipality approx. NOK 4.7 millionMaximal contract value over 6 years per municipality: Fredrikstad NOK 765 million: 51 millionRåde: 51 millionThe volume is only an estimate and is not binding for the contracting authority. This is only an estimate that is meant to give tenderers a guideline to the extent of the contract and the scope may deviate from this during the contract period. The volume will depend on, among other things, the number of activities, budgetary situation and other framework factors in the contract period. Fredrikstad municipality currently has 56 individual schemes at external BPA suppliers. This amounts to a total of approx. 3,836 decision hours per week. Hvaler municipality currently has 4 schemes for external BPA suppliers. Råde municipality currently has 5 schemes for external BPA suppliers. The contracting authority currently also operates the BPA schemes itself. The user will be able to choose between external suppliers and the municipal BPA scheme. The users will make selections of tenderers in accordance with new service concession contracts. See the requirement specifications, annex 1 for further information on the procurement's value and content.

2.1.1. Objet

Nature principale du marché: Services

Nomenclature principale (cpv): 85000000 Services de santé et services sociaux

Nomenclature complémentaire (cpv): 85300000 Services d'action sociale et services connexes , 85310000 Services d'action sociale, 85311200 Services sociaux pour les personnes handicapées, 85320000 Services sociaux, 85323000 Services médico-sociaux

2.1.2. Lieu d'exécution

Subdivision pays (NUTS): Østfold (NO083)

Pays: Norvège

2.1.4. Informations générales

Base juridique:

Directive 2014/23/UE

Konsesjonskontraktforskriften - Concession contract regulations (the concession contract regulations)

2.1.6. Motifs d'exclusion

Sources des motifs d'exclusion: Document unique de marché européen (DUME), Avis, Document de marché

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, in the event a enforceable verdict has 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.

Fraude: 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).

Blanchiment de capitaux ou financement du terrorisme: 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 à une organisation criminelle: 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)

Infractions terroristes ou infractions liées aux activités terroristes: 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 out 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.

Travail des enfants et autres formes de traite des êtres humains: 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).

Manquement aux obligations dans le domaine du droit environnemental: 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.

Manquement aux obligations dans le domaine du droit du travail: 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.

Manquement aux obligations dans le domaine du droit social: 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.

Accords avec d'autres opérateurs économiques en vue de fausser la concurrence: Has the tenderer entered into agreement(s) with other tenderers with the intention of turning the competition?

Faute professionnelle grave: Has the tenderer committed serious errors in professional practice? If relevant, see the definitions in national law, the relevant notice or procurement documents.

Fausse déclarations, dissimulation d'informations, incapacité de présenter les documents requis ou obtention d'informations confidentielles sur cette procédure: 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, or d) 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?

Conflit d'intérêt créé par sa participation à la procédure de passation de marché: Are tenderers aware of a conflict of interest as stated in national law, the relevant notice or procurement documents?

Association directe ou indirecte à la préparation de cette procédure de passation de marché: 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?

Résiliation, dommages et intérêts ou autres sanctions comparables: 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?

Manquement à des obligations liées à des motifs d'exclusion purement nationaux: 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?

Manquement à l'obligation relative au paiement de cotisations de sécurité sociale: 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?

Manquement à l'obligation relative au paiement d'impôts et 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?

État de cessation d'activités: 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.

Faillite: 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.

Concordat: 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.

Insolvabilité: 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.

Biens administrés par un liquidateur: 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.

Situation analogue à la faillite prévue dans la législation nationale: 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

Titre: Concession for user controlled personal assistance (BPA) 2026

Description: The contracting authority invites tenderers to a competition for a service concession contract for user-controlled personal assistance (BPA).

Identifiant interne: 2026/5162

5.1.1. Objet

Nature principale du marché: Services

Nomenclature principale (cpv): 85000000 Services de santé et services sociaux

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5.1.2. Lieu d'exécution

Subdivision pays (NUTS): Østfold (NO083)

Pays: Norvège

5.1.3. Durée estimée

Durée: 72 Mois

5.1.6. Informations générales

Participation réservée:

La participation n'est pas réservée.

Projet de passation de marché non financé par des fonds de l'UE

5.1.9. Critères de sélection

Sources des critères de sélection: Document unique de marché européen (DUME), Avis, Document de marché

Critère: Inscription à un registre du commerce

Description du critère de sélection: Tenderers are 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.

Critère: Autres exigences économiques ou financières

Description du critère de sélection: 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 Tenderers must have sufficient economic and financial capacity to be able to fulfil the contract. Creditworthiness with no requirement for collateral will be sufficient to meet the requirement. The contracting authority will evaluate the tenderer's fulfilment of the requirement in the following manner: - A credit rating based on the most recent financial figures. The rating shall be carried out by a credit rating company with licence to conduct this service. - The credit rating shall have a minimum rating of creditworthy. - Newly established companies, or companies that are rated lower than credit worthy, can instead submit a parent company guarantee or a bank guarantee that can document sufficient economic and financial capacity to fulfil the contract obligations. - If a parent company guarantee is submitted, the parent company will be rated in an equivalent way so the requirement for creditworthiness thus applies to the parent company. See the annex parent company guarantee. If a tenderer has a justifiable reason for not submitting the documentation required by the contracting authority, he can document his economic and financial capacity by presenting any other document that the Contracting Authority deems appropriate.

Critère: Références sur des services spécifiés

Description du critère de sélection: 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 Tenderers shall have experience from comparable contracts. Documented by a description of the tenderer's up to 3 most relevant assignments in the course of the last 3 years. The description must include a statement of the contract's value, date and recipient (name, telephone number and e-mail address). It is the tenderer's responsibility to document relevance through the description. Tenderers can document their experience by referring to competence of the personnel he has at his disposal and can use this assignment, even if the experience has been worked up while the personnel have served another service provider.

5.1.11. Documents de marché

Langues dans lesquelles les documents de marché sont officiellement disponibles: norvégien

Date limite de demande d'informations complémentaires: 09/04/2026 10:00:00 (UTC+00:00)

Heure de l'Europe occidentale, GMT

Adresse des documents de marché: <https://permalink.mercell.com/276055653.aspx>

5.1.12. Conditions du marché public

Conditions de soumission:

Soumission par voie électronique: Requête

Adresse de soumission: <https://permalink.mercell.com/276055653.aspx>

Langues dans lesquelles les offres ou demandes de participation/candidatures peuvent être présentées: norvégien

La signature ou le cachet électronique avancé(e) ou qualifié(e) [au sens du règlement (UE) N° 910/2014] est requis(e)

Variantes: Non autorisée

Conditions du marché:

Le contrat doit être exécuté dans le cadre de programmes d'emplois protégés: Non

5.1.16. Informations complémentaires, médiation et recours

Organisation chargée des procédures de recours: Søndre Østfold Tingrett

Description des délais d'introduction des procédures de recours: In accordance with the concession contract regulations.

Organisation qui fournit des informations complémentaires sur la procédure de passation de marché: Fredrikstad kommune

8. Organisations

8.1. ORG-0001

Nom officiel: Fredrikstad kommune

Numéro d'enregistrement: 940039541

Adresse postale: Rådhuset, Nygaardsgaten 14-16

Ville: FREDRIKSTAD

Code postal: 1606

Subdivision pays (NUTS): Østfold (NO083)

Pays: Norvège

Point de contact: Kine Gjerlaugsen

Adresse électronique: kingje@fredrikstad.kommune.no

Téléphone: +47 69306000

Adresse internet: <http://www.fredrikstad.kommune.no/>

Rôles de cette organisation:

Acheteur

Chef de groupe

Organisation qui fournit des informations complémentaires sur la procédure de passation de marché

8.1. ORG-0002

Nom officiel: Hvaler kommune

Numéro d'enregistrement: 964947082

Ville: Hvaler

Code postal: 1680

Subdivision pays (NUTS): Østfold (NO083)

Pays: Norvège

Point de contact: Hvaler kommune

Adresse électronique: kingje@fredrikstad.kommune.no

Téléphone: 69306000

Rôles de cette organisation:

Acheteur

8.1. ORG-0003

Nom officiel: Råde kommune

Numéro d'enregistrement: 940 802 652

Ville: Råde
Code postal: 1640
Subdivision pays (NUTS): Østfold (NO083)
Pays: Norvège
Point de contact: Råde kommune
Adresse électronique: kingje@fredrikstad.kommune.no
Téléphone: 69306000

Rôles de cette organisation:

Acheteur

8.1. ORG-0004

Nom officiel: Søndre Østfold Tingrett
Numéro d'enregistrement: 926 722 808
Ville: FREDRIKSTAD
Code postal: 1601
Subdivision pays (NUTS): Østfold (NO083)
Pays: Norvège

Rôles de cette organisation:

Organisation chargée des procédures de recours

Informations relatives à l'avis

Identifiant/version de l'avis: cf0ee653-c284-48fe-9886-aa3869ffb970 - 01
Type de formulaire: Mise en concurrence
Type d'avis: Avis de marché ou de concession – régime ordinaire
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