

489972-2026 - Mise en concurrence

Norvège – Conseil en affaires et en gestion et services connexes – Procurement - Process support and system tool for the prevention and reduction of sick leave, 2026

OJ S 134/2026 15/07/2026

Avis de marché ou de concession – régime ordinaire - Avis de changement
Services

1. Acheteur

1.1. Acheteur

Nom officiel: Ålesund kommune

Adresse électronique: jonette.valaas.skare@alesund.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: Procurement - Process support and system tool for the prevention and reduction of sick leave, 2026

Description: 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.

Identifiant de la procédure: 91690aa5-8bbb-456e-94ab-a403904a9d12

Identifiant interne: 26/490

Type de procédure: Ouverte

La procédure est accélérée: non

2.1.1. Objet

Nature principale du marché: Services

Nomenclature principale (cpv): 79400000 Conseil en affaires et en gestion et services connexes

Nomenclature complémentaire (cpv): 48000000 Logiciels et systèmes d'information, 72000000 Services de technologies de l'information, conseil, développement de logiciels, internet et appui , 72260000 Services relatifs aux logiciels, 79000000 Services aux entreprises: droit, marketing, conseil, recrutement, impression et sécurité, 79410000 Services de conseil en affaires et en gestion, 79414000 Services de conseil en gestion des ressources humaines, 79420000 Services relatifs à la gestion

2.1.2. Lieu d'exécution

Subdivision pays (NUTS): Møre og Romsdal (NO0A3)

Pays: Norvège

Informations complémentaires: Ålesund municipality.

2.1.4. Informations générales

Informations complémentaires: 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.

Base juridique:

Directive 2014/24/UE

2.1.6. Motifs d'exclusion

Sources des motifs d'exclusion: Avis

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.

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?

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?

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 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, of 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.

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

Conflit d'intérêt créé par sa participation à la procédure de passation de marché: Is the tenderer 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 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 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?

État de cessation d'activités: Has the tenderer's business conduct been stopped?

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 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.

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 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.

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 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.

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 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.

Situation analogue à la faillite prévue dans la législation nationale: 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. Lot

5.1. Lot: LOT-0000

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

Description: 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.

Identifiant interne: 26/490

5.1.1. Objet

Nature principale du marché: Services

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Options:

Description des options: NOTE: Regarding options for duration: different rules for different parts of the contract - see the tender documentation.

5.1.2. Lieu d'exécution

Subdivision pays (NUTS): Møre og Romsdal (NO0A3)

Pays: Norvège

Informations complémentaires: Ålesund municipality.

5.1.3. Durée estimée

Durée: 2 Ans

5.1.4. Reconduction

Nombre maximum de reconductions: 2

Autres informations sur le renouvellement: Renewal lenght is 12 months

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

Le marché relève de l'accord sur les marchés publics (AMP): oui

Le marché en question convient aussi aux petites et moyennes entreprises (PME): oui

Informations complémentaires: 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. Critères de sélection

Sources des critères de sélection: Avis

Critère: Inscription à un registre professionnel pertinent

Description du critère de sélection: 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.

Critère: Inscription à un registre du commerce

Description du critère de sélection: 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.

Critère: Autorisation ou adhésion à une organisation particulière nécessaire pour les contrats de services

Description du critère de sélection: Is it necessary to have specific authorisation from a particular organisation in order to provide the service in the tenderer's home country?

Critère: Autorisation ou adhésion à une organisation particulière nécessaire pour les contrats de services

Description du critère de sélection: Is it necessary to have a particular membership in a particular organisation in order to provide the service in the tenderer's home country?

Critère: Mesures pour garantir la qualité

Description du critère de sélection: 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.

Critère: Échantillons, descriptions ou photographies sans certification d'authenticité

Description du critère de sélection: 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.

Critère: Échantillons, descriptions ou photographies avec certification d'authenticité pour les contrats de fourniture

Description du critère de sélection: When procurement of goods: If requested, the tenderer further declares that they will deliver the requested certificates that they are genuine.

Critère: Certificats délivrés par des instituts de contrôle de la qualité

Description du critère de sélection: 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?

Critère: Certificats délivrés par des organismes indépendants concernant les normes d'assurance qualité

Description du critère de sélection: Can tenderers submit certificates issued by independent bodies that document that the tenderer fulfils the stated quality assurance standards, including universal design requirements?

Critère: Certificats délivrés par des organismes indépendants concernant les systèmes ou normes de gestion environnementale

Description du critère de sélection: Is the tenderer able to submit certificates issued by independent bodies as documentation that the tenderer fulfils the stated environmental management systems or standards?

Critère: Autres exigences économiques ou financières

Description du critère de sélection: 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).

Critère: Autres exigences économiques ou financières

Description du critère de sélection: 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.

Critère: Références sur des services spécifiés

Description du critère de sélection: 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. Critères d'attribution

Critère:

Type: Prix

Nom: Price

Description: 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.

Catégorie du critère d'attribution poids: Pondération (pourcentage, valeur exacte)

Nombre critère d'attribution: 40

Critère:

Type: Qualité

Nom: Quality

Description: 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.

Catégorie du critère d'attribution poids: Pondération (pourcentage, valeur exacte)

Nombre critère d'attribution: 60

5.1.11. Documents de marché

Date limite de demande d'informations complémentaires: 02/08/2026 22:00:00 (UTC+00:00)

Heure de l'Europe occidentale, GMT

Adresse des documents de marché: <https://tendsign.com/doc.aspx?MeFormsNoticId=94784>

5.1.12. Conditions du marché public

Conditions de soumission:

Soumission par voie électronique: Requise

Adresse de soumission: [https://tendsign.com/doc.aspx?](https://tendsign.com/doc.aspx?MeFormsNoticId=94784&GoTo=Tender)

[MeFormsNoticId=94784&GoTo=Tender](https://tendsign.com/doc.aspx?MeFormsNoticId=94784&GoTo=Tender)

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

Catalogue électronique: Autorisée

Variante: Non autorisée

Les soumissionnaires peuvent présenter plusieurs offres: Autorisée

Date limite de réception des offres: 11/08/2026 10:00:58 (UTC+00:00) Heure de l'Europe occidentale, GMT

Durée de validité des offres: 89 Jours

Informations relatives à l'ouverture publique:

Date d'ouverture: 11/08/2026 10:05:00 (UTC+00:00) Heure de l'Europe occidentale, GMT

Conditions du marché:

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

Facturation électronique: Requise

La commande en ligne sera utilisée: oui

Le paiement électronique sera utilisé: oui

5.1.15. Techniques

Accord-cadre:

Accord-cadre, sans remise en concurrence

Nombre maximal de candidats: 1

Informations sur le système d'acquisition dynamique:

Pas de système d'acquisition dynamique

5.1.16. Informations complémentaires, médiation et recours

Organisation chargée des procédures de recours: Sunnmøre tingrett

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

8. Organisations

8.1. ORG-0001

Nom officiel: Ålesund kommune

Numéro d'enregistrement: 929911709

Département: Innkjøp
Adresse postale: Keiser Wilhelms gate 11
Ville: Ålesund
Code postal: 6003
Subdivision pays (NUTS): Møre og Romsdal (NO0A3)
Pays: Norvège
Point de contact: Jonette Valaas Skare
Adresse électronique: jonette.valaas.skare@alesund.kommune.no
Téléphone: +4770162000
Rôles de cette organisation:
Acheteur

8.1. ORG-0002

Nom officiel: Sunnmøre tingrett
Numéro d'enregistrement: 935365201
Adresse postale: Postboks 1354 Sentrum
Ville: Ålesund
Code postal: 6001
Subdivision pays (NUTS): Møre og Romsdal (NO0A3)
Pays: Norvège
Adresse électronique: sunnmore.tingrett@domstol.no
Téléphone: 70 33 47 00
Adresse internet: <https://www.domstol.no/no/domstoler/tingrett/sunnmore-tingrett/>
Rôles de cette organisation:
Organisation chargée des procédures de recours

10. Changement

Version de l'avis antérieur à modifier
:
45a4b43e-7a06-401f-9a40-89d0fc3750ef-01
Principale raison du changement
:
Mise à jour d'informations
Description
:
The deadline for receipt of tenders is postponed with 1 day (the deadline for asking questions has been postponed equivalently).

10.1. Changement

Identifiant de la section: LOT-0000
Description des changements: The deadline for receipt of tenders is postponed with 1 day (the deadline for asking questions has been postponed equivalently).

Informations relatives à l'avis

Identifiant/version de l'avis: ce5f7ce4-a269-4f06-89fb-a2215945985b - 01
Type de formulaire: Mise en concurrence
Type d'avis: Avis de marché ou de concession – régime ordinaire
Sous-type d'avis: 16

Date d'envoi de l'avis: 14/07/2026 07:47:42 (UTC+00:00) Heure de l'Europe occidentale, GMT
Date et heure de transmission de l'avis (eSender): 14/07/2026 08:01:12 (UTC+00:00) Heure
de l'Europe occidentale, GMT
Langues dans lesquelles l'avis en question est officiellement disponible: anglais
Numéro de publication de l'avis: 489972-2026
Numéro de publication au JO S: 134/2026
Date de publication: 15/07/2026