

419186-2026 - Gara

Norvegia – Servizi di consulenza commerciale e di gestione e servizi connessi – Procurement - Process support and system tool for the prevention and reduction of sick leave, 2026

OJ S 116/2026 18/06/2026

Bando di gara o di concessione – regime ordinario

Servizi

1. Committente

1.1. Committente

Nome ufficiale: Ålesund kommune

E-mail: jonette.valaas.skare@alesund.kommune.no

Forma giuridica del committente: Organismo di diritto pubblico controllato da un'autorità locale

Attività dell'amministrazione aggiudicatrice: Servizi generali delle amministrazioni pubbliche

2. Procedura

2.1. Procedura

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

Descrizione: 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.

Identificativo della procedura: 91690aa5-8bbb-456e-94ab-a403904a9d12

Identificativo interno: 26/490

Tipo di procedura: Aperta

La procedura è accelerata: no

2.1.1. Finalità

Natura dell'appalto: Servizi

Classificazione principale (cpv): 79400000 Servizi di consulenza commerciale e di gestione e servizi connessi

Classificazione aggiuntiva (cpv): 48000000 Pacchetti software e sistemi di informazione, 72000000 Servizi informatici: consulenza, sviluppo di software, Internet e supporto, 72260000 Servizi connessi al software, 79000000 Servizi per le imprese: servizi giuridici, di marketing, di consulenza, di reclutamento, di stampa e di sicurezza, 79410000 Servizi di consulenza commerciale e di gestione, 79414000 Servizi di consulenza di gestione delle risorse umane, 79420000 Servizi connessi alla gestione

2.1.2. Luogo di esecuzione

Suddivisione del paese (NUTS): Møre og Romsdal (NO0A3)

Paese: Norvegia

Informazioni supplementari: Ålesund municipality.

2.1.4. Informazioni generali

Informazioni supplementari: 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 giuridica:

Direttiva 2014/24/UE

2.1.6. Motivi di esclusione

Fonti dei motivi di esclusione: Avviso

Corruzione: 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.

Frode: 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?

Riciclaggio di proventi di attività criminose o finanziamento del terrorismo: 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?

Partecipazione a un'organizzazione criminale: 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)

Reati terroristici o reati connessi alle attività terroristiche: 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.

Lavoro minorile e altre forme di tratta di esseri umani: 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).

Violazione di obblighi in materia di diritto ambientale: 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.

Violazione degli obblighi in materia di diritto del lavoro: 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.

Violazione degli obblighi in materia di diritto sociale: 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.

Accordi con altri operatori economici intesi a falsare la concorrenza: Has the tenderer entered into agreement(s) with other tenderers with the intention of turning the competition?

Grave illecito professionale: Has the tenderer committed serious errors in professional practice? If relevant, see the definitions in national law, the relevant notice or procurement documents.

False dichiarazioni, omessa informazione, incapacità di fornire i documenti richiesti o acquisizione di informazioni confidenziali in merito alla procedura in questione: 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? Conflitto di interessi legato alla partecipazione alla procedura di appalto: Is the tenderer aware of a conflict of interest as stated in national law, the relevant notice or procurement documents?

Partecipazione diretta o indiretta alla preparazione della procedura di appalto: 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?

Cessazione anticipata, risarcimento danni o altre sanzioni comparabili: 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?

Violazione dell'obbligo di pagamento dei contributi previdenziali: 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?

Violazione dell'obbligo di pagamento delle imposte: 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?

Cessazione di attività: Has the tenderer's business conduct been stopped?

Fallimento: 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.

Concordato preventivo con i creditori: 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.

Insolvenza: 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.

Amministrazione controllata: 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.

Situazione analoga al fallimento ai sensi della normativa nazionale: 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. Lotto

5.1. Lotto: LOT-0000

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

Descrizione: 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.

Identificativo interno: 26/490

5.1.1. Finalità

Natura dell'appalto: Servizi

Classificazione principale (cpv): 79400000 Servizi di consulenza commerciale e di gestione e servizi connessi

Classificazione aggiuntiva (cpv): 48000000 Pacchetti software e sistemi di informazione, 72000000 Servizi informatici: consulenza, sviluppo di software, Internet e supporto, 72260000 Servizi connessi al software, 79000000 Servizi per le imprese: servizi giuridici, di marketing, di consulenza, di reclutamento, di stampa e di sicurezza, 79410000 Servizi di consulenza commerciale e di gestione, 79414000 Servizi di consulenza di gestione delle risorse umane, 79420000 Servizi connessi alla gestione

Opzioni:

Descrizione delle opzioni: NOTE: Regarding options for duration: different rules for different parts of the contract - see the tender documentation.

5.1.2. Luogo di esecuzione

Suddivisione del paese (NUTS): Møre og Romsdal (NO0A3)

Paese: Norvegia

Informazioni supplementari: Ålesund municipality.

5.1.3. Durata stimata

Durata: 2 Anni

5.1.4. Rinnovo

Rinnovi massimi: 2

Altre informazioni sul rinnovo: Renewal lenght is 12 months

5.1.6. Informazioni generali

Partecipazione riservata:

La partecipazione non è riservata.

Progetto di appalto non finanziato con fondi UE

L'appalto è soggetto all'accordo sugli appalti pubblici (AAP): sì

L'appalto si addice anche alle piccole e medie imprese (PMI): sì

Informazioni supplementari: 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. Criteri di selezione

Fonti dei criteri di selezione: Avviso

Criterio: Iscrizione in un registro professionale pertinente

Descrizione del criterio di selezione: 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.

Criterio: Iscrizione in un registro di commercio

Descrizione del criterio di selezione: 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.

Criterio: Autorizzazione o appartenenza a una particolare organizzazione necessaria per contratti di servizio

Descrizione del criterio di selezione: Is it necessary to have specific authorisation from a particular organisation in order to provide the service in the tenderer's home country?

Criterio: Autorizzazione o appartenenza a una particolare organizzazione necessaria per contratti di servizio

Descrizione del criterio di selezione: Is it necessary to have a particular membership in a particular organisation in order to provide the service in the tenderer's home country?

Criterio: Misure per garantire la qualità

Descrizione del criterio di selezione: 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.

Criterio: Campioni, descrizioni o fotografie senza certificazione di autenticità

Descrizione del criterio di selezione: 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.

Criterio: Campioni, descrizioni o fotografie con certificazione di autenticità per contratti di fornitura

Descrizione del criterio di selezione: When procurement of goods: If requested, the tenderer further declares that they will deliver the requested certificates that they are genuine.

Criterio: Certificati rilasciati da istituti di controllo della qualità

Descrizione del criterio di selezione: 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?

Criterio: Certificati rilasciati da organi indipendenti riguardanti standard di assicurazione della qualità

Descrizione del criterio di selezione: Can tenderers submit certificates issued by independent bodies that document that the tenderer fulfils the stated quality assurance standards, including universal design requirements?

Criterio: Certificati rilasciati da organi indipendenti riguardanti sistemi o standard di gestione ambientale

Descrizione del criterio di selezione: Is the tenderer able to submit certificates issued by independent bodies as documentation that the tenderer fulfils the stated environmental management systems or standards?

Criterio: Altri requisiti economici o finanziari

Descrizione del criterio di selezione: 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).

Criterio: Altri requisiti economici o finanziari

Descrizione del criterio di selezione: 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.

Criterio: Referenze su servizi specifici

Descrizione del criterio di selezione: 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. Criteri di aggiudicazione

Criterio:

Tipo: Prezzo

Nome: Price

Descrizione: 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.

Categoria del criterio di aggiudicazione peso: Ponderazione (percentuale, esatta)

Criterio di aggiudicazione: numero: 40

Criterio:

Tipo: Qualità

Nome: Quality

Descrizione: 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.

Categoria del criterio di aggiudicazione peso: Ponderazione (percentuale, esatta)

Criterio di aggiudicazione: numero: 60

5.1.11. Documenti di gara

Termine per la richiesta di informazioni supplementari: 01/08/2026 22:00:00 (UTC+00:00) ora dell'Europa occidentale, GMT

Indirizzo dei documenti di gara: <https://tendsign.com/doc.aspx?MeFormsNoticId=94784>

5.1.12. Condizioni di appalto

Modalità di presentazione:

Presentazione elettronica delle offerte: Obbligatoria

Indirizzo per la presentazione: [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)

Lingue in cui possono essere presentate le offerte o le domande di partecipazione: norvegese

Catalogo elettronico: Consentita

Varianti: Non consentita

Gli offerenti possono presentare più di un'offerta: Consentita

Termine per il ricevimento delle offerte: 10/08/2026 10:00:58 (UTC+00:00) ora dell'Europa occidentale, GMT

Durata durante la quale l'offerta deve rimanere valida: 89 Giorni

Informazioni sull'apertura pubblica delle offerte:

Data di apertura: 10/08/2026 10:05:00 (UTC+00:00) ora dell'Europa occidentale, GMT

Condizioni contrattuali:

L'esecuzione dell'appalto deve avvenire nel contesto di programmi di lavoro protetti: No

Fatturazione elettronica: Obbligatoria

Si farà ricorso all'ordinazione elettronica: sì

Sarà utilizzato il pagamento elettronico: sì

5.1.15. Tecniche

Accordo quadro:

Accordo quadro, senza riapertura della gara

Numero massimo di partecipanti: 1

Informazioni sul sistema dinamico di acquisizione:

Nessun sistema dinamico di acquisizione

5.1.16. Ulteriori informazioni, mediazione e ricorsi

Organizzazione competente per i ricorsi: Sunnmøre tingrett

Informazioni sui termini per il riesame: In accordance with the current regulations.

8. Organizzazioni

8.1. ORG-0001

Nome ufficiale: Ålesund kommune

Numero di registrazione: 929911709

Servizio: Innkjøp

Indirizzo postale: Keiser Wilhelms gate 11

Località: Ålesund

Codice postale: 6003

Suddivisione del paese (NUTS): Møre og Romsdal (NO0A3)

Paese: Norvegia

Referente: Jonette Valaas Skare

E-mail: jonette.valaas.skare@alesund.kommune.no

Telefono: +4770162000

Ruoli di questa organizzazione:

Committente

8.1. ORG-0002

Nome ufficiale: Sunnmøre tingrett

Numero di registrazione: 935365201

Indirizzo postale: Postboks 1354 Sentrum

Località: Ålesund

Codice postale: 6001

Suddivisione del paese (NUTS): Møre og Romsdal (NO0A3)

Paese: Norvegia

E-mail: sunnmore.tingrett@domstol.no

Telefono: 70 33 47 00

Indirizzo internet: <https://www.domstol.no/no/domstoler/tingrett/sunnmore-tingrett/>

Ruoli di questa organizzazione:

Organizzazione competente per i ricorsi

Informazioni sull'avviso

Identificativo/versione dell'avviso: 45a4b43e-7a06-401f-9a40-89d0fc3750ef - 01

Tipo di formulario: Gara

Tipo di avviso: Bando di gara o di concessione – regime ordinario

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