

343841-2026 - Състезателна процедура

Норвегия – ИТ услуги: консултации, разработване на софтуер, Интернет и поддръжка – ESM platform with a system for user enquiries - Stage 1 - Qualification

OJ S 96/2026 20/05/2026

Обявление за поръчка или концесия – стандартен режим

Услуги

1. Купувач

1.1. Купувач

Официално наименование: Stortinget

Електронна поща: innkjop.postmottak@stortinget.no

Правна категория на купувача: Публично предприятие

Дейност на възлагащия орган: Услуги по общофункционално управление на държавата

2. Процедура

2.1. Процедура

Заглавие: ESM platform with a system for user enquiries - Stage 1 - Qualification

Описание: The Norwegian Parliament's current system for handling user enquiries, Footprints, is nearing the end of its technological lifetime and it no longer fulfils the requirements for modern, secure and effective case handling. For the users, the current situation means that enquiries need to be directed through several different channels – such as Footprints, email, telephone, SMS and physical attendance – which creates uncertainty as to where to address, who is following up, and what the status of the case is. In order to meet these challenges, the project New System for User Enquiries was established with the aim of acquiring and introducing a modern ESM platform (Enterprise Service Management), in which a new system for user enquiries is established as the first system on the platform. An ESM platform will not only replace Footprints, but at the same time give the Norwegian Parliament a common technological foundation for several types of work processes in the long term. Thus, the project addresses both the need for a new user enquiry system and the strategic need to ensure growth when the organisation is ready for it. The aim is to use a system that is secure, scalable and based on standardised processes and integrations. The platform approach facilitates further digitalisation, better data quality and more fact-based decisions. It also supports the Norwegian Parliament's need for efficiency, automation and overall management information. Future situation When the system is implemented, the Norwegian Parliament has adopted a flexible and scaleable platform that supports user enquiries as the first process, but which is also rigged to handle several work processes over time. The platform enables gradual development where the Norwegian Parliament itself manages the tempo, at the same time that the tenderer contributes with the necessary competence for configuration, development and implementation and its best practice and experience from other customers. The system is integrated with other systems through standard APIs/connectors and it provides a joint framework for processes and data basis. This provides consistent information across your organisation, improved data quality and management information, as well as support for fact-based priorities and strategic planning. Stortingets administrasjon gets a modern, comprehensive and user friendly platform that improves both internal work flow and the experience for the users. Unified processes and a common user interface contribute to fewer errors, better experiences and more efficient work flow. The system also facilitates increased

automation and digitalisation, and over time cost reductions are achieved by having several processes gathered in one platform, as well as security and privacy strengthened and the Starting now has a strong technological foundation that can be further developed gradually, scaled as needed and used across the organisation to support future digital needs and innovation. The procurement will be carried out with SSA-Sky as the contract basis and it is assumed that the system is delivered as a standardised cloud system (SaaS). This means that functionality, further development, security and operation are mainly safeguarded through the tenderer's established service model and standard updates. The described needs are based on experiences with the current Footprints system and the established ITSM processes, while also reflecting the Norwegian Parliament's need and ambition for further development within a modern cloud based service model. The requirement descriptions cover both direct support for established ITSM processes, such as Incident, Request, Change and Problem Management, as well as transverse needs such as joint entrance, dialogue, notifications, search, reporting, security, compliance and management. Combined, the needs shall provide a flexible possibility room where processes, services and applications can be configured, combined and further developed over time, also for new needs and services that are not currently fully known. The needs are formulated as business and functional needs, and not as detailed technical specifications. This has been done so that the Tenderer can offer systems that are primarily based on standard functionality in the cloud platform, in accordance with the principles in SSA-Sky. Both the current need and new or changed needs arising in the contract period The service provider shall, in their tender, describe how the system supports the needs within the framework of an SSA-Sky delivery, including how management, security, availability and further development are safeguarded throughout the contract period. The Norwegian Parliament sees a need for a solution that also allows for development and adaptation in the contract period. The descriptions of the needs are therefore formulated technology neutral and process independent, so that they can be covered through the tenderer's standard functionality, configuration and further development - both for the current use and for new needs that may arise. Tenderers shall describe in their tender how their solution: covers the Norwegian Parliament's need in a comprehensive manner supports established ITSM processes that provide low risk, high management friendly and good further development possibilities in accordance with SSA-Sky

Идентификатор на процедурата: ef0e33d8-fa8b-42fb-a506-463926cc7e16

Вътрешен идентификатор: 2025/8901

Вид процедура: Договаряне с предварително публикуване на покана за участие в състезателна процедура / състезателна с договаряне

Процедурата се ускорява: не

Основни характеристики на процедурата: ESM platform with a system for user enquiries.

2.1.1. Цел

Естество на поръчката: Услуги

Основна класификация (cpv): 72000000 ИТ услуги: консултации, разработване на софтуер, Интернет и поддръжка

Допълнителна класификация (cpv): 48000000 Софтуерни пакети и информационни системи, 48517000 Софтуерни пакети за информационни технологии (ИТ), 72200000

Програмиране и софтуерни консултантски услуги, 72260000 Услуги, свързани със софтуерни продукти

2.1.2. Място на изпълнение

Административно-териториална единица на държавата (NUTS): Oslo (NO081)

Държава: Норвегия

2.1.4. **Обща информация**

Правно основание:

Директива 2014/24/ЕС

Anskaffelsesforskriften - Negotiated procedure. The first phase is qualification and the second phase is a competition. All relevant documents are available in both phases. A RFI has been carried out before the outset of competition: <https://www.doffin.no/notices/2026-104558>

2.1.6. **Основания за изключване**

Източници на основанията за изключване: Единен европейски документ за обществени поръчки (ЕЕДОП)

5. Обособена позиция

5.1. Обособена позиция: LOT-0000

Заглавие: ESM platform with a system for user enquiries - Stage 1 - Qualification

Описание: The Norwegian Parliament's current system for handling user enquiries, Footprints, is nearing the end of its technological lifetime and it no longer fulfils the requirements for modern, secure and effective case handling. For the users, the current situation means that enquiries need to be directed through several different channels – such as Footprints, email, telephone, SMS and physical attendance – which creates uncertainty as to where to address, who is following up, and what the status of the case is. In order to meet these challenges, the project New System for User Enquiries was established with the aim of acquiring and introducing a modern ESM platform (Enterprise Service Management), in which a new system for user enquiries is established as the first system on the platform. An ESM platform will not only replace Footprints, but at the same time give the Norwegian Parliament a common technological foundation for several types of work processes in the long term. Thus, the project addresses both the need for a new user enquiry system and the strategic need to ensure growth when the organisation is ready for it. The aim is to use a system that is secure, scalable and based on standardised processes and integrations. The platform approach facilitates further digitalisation, better data quality and more fact-based decisions. It also supports the Norwegian Parliament's need for efficiency, automation and overall management information. Future situation When the system is implemented, the Norwegian Parliament has adopted a flexible and scaleable platform that supports user enquiries as the first process, but which is also rigged to handle several work processes over time. The platform enables gradual development where the Norwegian Parliament itself manages the tempo, at the same time that the tenderer contributes with the necessary competence for configuration, development and implementation and its best practice and experience from other customers. The system is integrated with other systems through standard APIs/connectors and it provides a joint framework for processes and data basis. This provides consistent information across your organisation, improved data quality and management information, as well as support for fact-based priorities and strategic planning. Stortingets administrasjon gets a modern, comprehensive and user friendly platform that improves both internal work flow and the experience for the users. Unified processes and a common user interface contribute to fewer errors, better experiences and more efficient work flow. The system also facilitates increased automation and digitalisation, and over time cost reductions are achieved by having several processes gathered in one platform, as well as security and privacy strengthened and the Storting now has a strong technological foundation that can be further developed gradually, scaled as needed and used across the organisation to support future digital needs and innovation. The procurement will be carried out with SSA-Sky as the contract basis and it is

assumed that the system is delivered as a standardised cloud system (SaaS). This means that functionality, further development, security and operation are mainly safeguarded through the tenderer's established service model and standard updates. The described needs are based on experiences with the current Footprints system and the established ITSM processes, while also reflecting the Norwegian Parliament's need and ambition for further development within a modern cloud based service model. The requirement descriptions cover both direct support for established ITSM processes, such as Incident, Request, Change and Problem Management, as well as transverse needs such as joint entrance, dialogue, notifications, search, reporting, security, compliance and management. Combined, the needs shall provide a flexible possibility room where processes, services and applications can be configured, combined and further developed over time, also for new needs and services that are not currently fully known. The needs are formulated as business and functional needs, and not as detailed technical specifications. This has been done so that the Tenderer can offer systems that are primarily based on standard functionality in the cloud platform, in accordance with the principles in SSA-Sky. Both the current need and new or changed needs arising in the contract period The service provider shall, in their tender, describe how the system supports the needs within the framework of an SSA-Sky delivery, including how management, security, availability and further development are safeguarded throughout the contract period. The Norwegian Parliament sees a need for a solution that also allows for development and adaptation in the contract period. The descriptions of the needs are therefore formulated technology neutral and process independent, so that they can be covered through the tenderer's standard functionality, configuration and further development - both for the current use and for new needs that may arise. Tenderers shall describe in their tender how their solution: covers the Norwegian Parliament's need in a comprehensive manner supports established ITSM processes that provide low risk, high management friendly and good further development possibilities in accordance with SSA-Sky

Вътрешен идентификатор: 2025/8901

5.1.1. Цел

Естество на поръчката: Услуги

Основна класификация (cprv): 72000000 ИТ услуги: консултации, разработване на софтуер, Интернет и поддръжка

Допълнителна класификация (cprv): 48000000 Софтуерни пакети и информационни системи, 48517000 Софтуерни пакети за информационни технологии (ИТ), 72200000

Програмиране и софтуерни консултантски услуги, 72260000 Услуги, свързани със софтуерни продукти

5.1.2. Място на изпълнение

Административно-териториална единица на държавата (NUTS): Oslo (NO081)

Държава: Норвегия

5.1.3. Очаквана продължителност

Начална дата: 30/10/2026

Крайна дата на продължителността: 31/10/2036

5.1.6. Обща информация

Запазено участие:

Участието не е запазено.

Проект за възлагане на обществена поръчка, който не е финансиран със средства от ЕС
Поръчката попада в приложното поле на Споразумението за държавните поръчки (СДП)

: да

5.1.9. Критерии за подбор

Източници на критерии за избор: Единен европейски документ за обществени поръчки (ЕЕДОП)

Информация за втория етап на двуетапна процедура:

Минимален брой кандидати, които да бъдат поканени за втория етап на процедурата: 3

Максимален брой кандидати, които да бъдат поканени за втория етап на процедурата: 4

Процедурата ще бъде извършена на няколко последователни етапа. На всеки етап може да бъдат отстранени някои участници

Купувачът си запазва правото да възложи поръчката въз основа на първоначалните оферти без допълнително договаряне

5.1.11. Документация за възлагане на обществена поръчка

Езици, на които документацията за обществената поръчка е официално достъпна: норвежки

Адрес на документацията за обществената поръчка: <https://permalink.mercell.com/281577992.aspx>

5.1.12. Условия за възлагане на обществена поръчка

Условия за подаване:

Електронно подаване: Задължително

Адрес за подаване: <https://permalink.mercell.com/281577992.aspx>

Езици, на които могат да се подават оферти или заявления за участие: норвежки

Електронен каталог: Забранено

Изисква се усъвършенстван или квалифициран електронен подпис или печат (съгласно определенията в Регламент (ЕС) № 910/2014)

Варианти: Забранено

Краен срок за получаване на заявления за участие: 22/06/2026 10:00:00 (UTC+00:00)
западноевропейско време

Условия на договора:

Изпълнението на договора трябва да се извършва в рамките на програми за създаване на защитени работни места: Не

Електронно фактуриране: Задължително

Ще се използва електронно поръчване: да

Ще се използва електронно плащане: да

5.1.15. Техники

Рамково споразумение:

Няма рамково споразумение

Информация за динамичната система за покупки:

Няма динамична система за покупки

5.1.16. Допълнителна информация, медиация и преразглеждане (обжалване)

Организация, отговаряща за преразглеждането (обжалването): Oslo tingrett

Информация за крайните срокове за преразглеждане: See the tender documentation and Ioa/FOA

Организация, предоставяща повече информация за процедурите за преглед (обжалване): Oslo tingrett

8. Организации

8.1. ORG-0001

Официално наименование: Stortinget

Регистрационен номер: 971524960

Пощенски адрес: Karl Johans gate 22

Град: OSLO

Пощенски код: 0026

Административно-териториална единица на държавата (NUTS): Oslo (NO081)

Държава: Норвегия

Звено за контакт: Seksjon for innkjøp

Електронна поща: innkjop.postmottak@stortinget.no

Телефон: 23313050

Интернет адрес: <http://www.stortinget.no/>

Роли на тази организация:

Купувач

8.1. ORG-0002

Официално наименование: Oslo tingrett

Регистрационен номер: 926725939

Град: oslo

Пощенски код: 0026

Административно-териториална единица на държавата (NUTS): Oslo (NO081)

Държава: Норвегия

Роли на тази организация:

Организация, отговаряща за преразглеждането (обжалването)

Организация, предоставяща повече информация за процедурите за преглед (обжалване)

Информация за обявлението

Идентификатор/версия на обявлението: 50e2f495-3db8-4fd2-aeb6-71f6ebf011f1 - 01

Вид на формуляра: Състезателна процедура

Вид обявление: Обявление за поръчка или концесия – стандартен режим

Подвид на обявлението: 16

Дата на изпращане на известието: 18/05/2026 12:28:54 (UTC+00:00) западноевропейско време

Дата на изпращане на обявлението (електронен подател): 18/05/2026 13:49:26 (UTC+00:00) западноевропейско време

Езици, на които настоящото известие е официално достъпно: английски

Номер на публикуване на обявлението: 343841-2026

Номер на броя на ОВ S: 96/2026

Дата на публикуване: 20/05/2026