

209422-2026 - Konkurrencevilkår

Norge – System- og supporttjenester – Prequalification for competition - ITSM-tool

OJ S 60/2026 26/03/2026

Udbuds- eller koncessionsbekendtgørelse – standardordningen

Tjenesteydelser

1. Køber

1.1. Køber

Officielt navn: Meteorologisk Institutt

E-mail: julies@met.no

Køberens retlige status: Offentligretligt organ, der styres af en central regeringsmyndighed

Den ordregivende myndigheds aktivitet: Generelle offentlige tjenesteydelser

2. Procedure

2.1. Procedure

Titel: Prequalification for competition - ITSM-tool

Beskrivelse: This is a prequalification to be approved as a tenderer in the coming tender competition. Tenderers wishing to submit a tender must first be approved as a tenderer. A maximum of 5 tenderers will be invited to submit a tender. The aim of the procurement is to enter into agreement with a tenderer who can cover the Meteorological Institute's need for a modern, future orientated and functional ITSM-system in accordance with the requirement specifications. The system shall be functional, versatile and it shall provide good user experiences. The system shall be able to be used for many different types of enquiries and we therefore need a system that is flexible and scaleable. The scope of the procurement We need a cloud based ITSM system with possibilities for local adaptations and integrations. See the requirement specifications, part 2 Annex 1 for further information on the contract's extent and content. Contract type and duration For the assignment, a contract shall be signed with one tenderer. The contract has a minimum duration of four years. After this date the contract will run until terminated by one of the parties. The termination of contract shall be given in writing at least 12 months before the contract expires. See the contract document for further information. The following contract will form the basis for the procurement: SSA-L (Contract for ongoing service procurements).

Identifikator for proceduren: 7a8d28ab-4d6a-4877-8c56-394c1c82cb2b

Intern ID: 2025/1145

Udbudsprocedure: Udbud med forhandling/indkaldelse af tilbud med forudgående offentliggørelse

Proceduren er en hasteprocedure: nej

Hovedpunkterne i proceduren: This procurement will be carried out in accordance with the Act from 17 June 2016 no. 73 on public procurements (LOA) and the regulation 12 August 2016 no. 974 on public procurements (FOA). The procurement will be carried out as a negotiated procedure after a prior notice in accordance with PPR parts I and III. This procedure gives all interested suppliers the possibility to submit a request for participation in the competition. Only tenderers who are qualified and then invited by the contracting authority can submit a tender.

2.1.1. Formål

Kontraktens hovedformål: Tjenesteydelser

Primær klassifikation (cpv): 72250000 System- og supporttjenester
Supplerende klassifikation (cpv): 72200000 Programmering af software og konsulentvirksomhed

2.1.2. Udførelsessted

Landsdel (NUTS): Oslo (NO081)
Land: Norge

2.1.4. Generelle oplysninger

Retsgrundlag:

Direktiv 2014/24/EU

Anskaffelsesforskriften - This procurement will be carried out in accordance with the Act from 17 June 2016 no. 73 on public procurements (LOA) and the regulation 12 August 2016 no. 974 on public procurements (FOA). The procurement will be carried out as a negotiated procedure after a prior notice in accordance with PPR parts I and III.

2.1.6. Udelukkelsesgrunde

Kilder til grundlag for udelukkelse: Fælles europæisk udbudsdokument (ESPD), Udbudsdokument

5. Delkontrakt

5.1. Delkontrakt: LOT-0000

Titel: Prequalification for competition - ITSM-tool

Beskrivelse: This is a prequalification to be approved as a tenderer in the coming tender competition. Tenderers wishing to submit a tender must first be approved as a tenderer. A maximum of 5 tenderers will be invited to submit a tender. The aim of the procurement is to enter into agreement with a tenderer who can cover the Meteorological Institute's need for a modern, future orientated and functional ITSM-system in accordance with the requirement specifications. The system shall be functional, versatile and it shall provide good user experiences. The system shall be able to be used for many different types of enquiries and we therefore need a system that is flexible and scaleable. The scope of the procurement We need a cloud based ITSM system with possibilities for local adaptations and integrations. See the requirement specifications, part 2 Annex 1 for further information on the contract's extent and content. Contract type and duration For the assignment, a contract shall be signed with one tenderer. The contract has a minimum duration of four years. After this date the contract will run until terminated by one of the parties. The termination of contract shall be given in writing at least 12 months before the contract expires. See the contract document for further information. The following contract will form the basis for the procurement: SSA-L (Contract for ongoing service procurements).

Intern ID: 2025/1145

5.1.1. Formål

Kontraktens hovedformål: Tjenesteydelser

Primær klassifikation (cpv): 72250000 System- og supporttjenester

Supplerende klassifikation (cpv): 72200000 Programmering af software og konsulentvirksomhed

5.1.2. Udførelsessted

Landsdel (NUTS): Oslo (NO081)
Land: Norge

5.1.3. Anslået varighed

Varighed: 96 Måneder

5.1.6. Generelle oplysninger

Reserveret deltagelse:

Deltagelse uden forbehold.

Indkøbsprojekt, der ikke finansieres med EU-midler

Udbuddet er omfattet af aftalen om offentlige udbud (GPA): ja

5.1.9. Udvælgelseskriterier

Kilder til udvælgelseskriterier: Fælles europæisk udbudsdokument (ESPD), Udbudsdokument

Oplysninger om den anden fase i en procedure, der afvikles i to faser:

Mindsteantallet af ansøgere, som skal opfordres til at deltage i anden fase af proceduren: 3

Det højeste antal ansøgere, som skal opfordres til at deltage i anden fase af proceduren: 5

Proceduren afvikles i successive faser. I hver fase kan nogle ansøgere blive udelukket

5.1.11. Tilbudsdokumenter

Sprog, som udbudsdokumenterne er officielt tilgængelige på: norsk

Adresse på udbudsdokumenterne: <https://permalink.mercell.com/279894302.aspx>

5.1.12. Tilbudsvilkår

Vilkår for indgivelse:

Elektronisk indgivelse: Påkrævet

Indgivelsesadresse: <https://permalink.mercell.com/279894302.aspx>

Sprog, som tilbud og ansøgninger om deltagelse kan indgives på: norsk

Elektronisk katalog: Ikke tilladt

Avanceret eller kvalificeret elektronisk signatur eller segl (jf forordning (EU) nr 910/2014) er påkrævet

Alternative tilbud: Ikke tilladt

Frist for modtagelse af anmodninger om deltagelse: 24/04/2026 12:00:00 (UTC+00:00)

vesteuropæisk tid, GMT

Betingelser for kontraktens udførelse:

Udførelsen af kontrakten skal ske inden for rammerne af programmer for beskyttet

beskæftigelse: Nej

Elektronisk fakturering: Påkrævet

Der vil blive anvendt elektronisk bestilling: ja

Der vil blive anvendt elektronisk betaling: ja

5.1.15. Teknikker

Rammeaftale:

Ingen rammeaftale

Oplysninger om det dynamiske indkøbssystem:

Intet dynamisk indkøbssystem

5.1.16. Yderligere oplysninger, mægling og gennemgang

Organisation med ansvar for mægling: KOFA

Organisation med ansvar for klager: Oslo District Court

Oplysninger om klagefrister: Appeals deadlines Complaint: Within six months from when the contract has been signed. Allegation of illegal direct procurement: Within 2 years from when the contract is signed Comments on the response: Within 5 working days from the date in the response

Organisation, der leverer yderligere oplysninger om klageprocedurerne: Oslo District Court

8. Organisationer

8.1. ORG-0001

Officielt navn: Meteorologisk Institutt

Registreringsnummer: 971274042

Postadresse: Postboks 43 Blindern

By: OSLO

Postnummer: 0313

Landsdel (NUTS): Oslo (NO081)

Land: Norge

Enhed: Julie Skog

E-mail: julies@met.no

Telefon: +47 22963000

Fax: +47 22963050

Internetadresse: <http://www.met.no>

Denne organisations roller:

Køber

8.1. ORG-0002

Officielt navn: KOFA

Registreringsnummer: KOFA

Afdeling: KOFA

Postadresse: <https://www.klagenemndssekretariatet.no/klagenemnda-for-offentlige-anskaffelser-kofa>

By: Bergen

Postnummer: 5015

Landsdel (NUTS): Oslo (NO081)

Land: Norge

Denne organisations roller:

Organisation med ansvar for mægling

8.1. ORG-0003

Officielt navn: Oslo District Court

Registreringsnummer: Oslo District Court

Afdeling: Oslo District Court

Postadresse: C. J. Hambros plass 4

By: OSLO

Postnummer: 0164

Landsdel (NUTS): Oslo (NO081)

Land: Norge

Denne organisations roller:

Organisation med ansvar for klager

Organisation, der leverer yderligere oplysninger om klageprocedurerne

Oplysninger om bekendtgørelsen

Bekendtgørelsens ID: e3fd2550-e4f3-48fd-84c9-240ff1709512 - 01

Formulartype: Konkurrencevilkår

Bekendtgørelsestype: Udbuds- eller koncessionsbekendtgørelse – standardordningen

Bekendtgørelsesundertype: 16

Afsendelsesdato for bekendtgørelsen: 24/03/2026 17:04:59 (UTC+00:00) vesteuropæisk tid, GMT

Dato for afsendelse af bekendtgørelsen (eSender): 25/03/2026 07:10:47 (UTC+00:00) vesteuropæisk tid, GMT

Bekendtgørelsens officielle sprog: engelsk

Bekendtgørelsesnummer: 209422-2026

EUT-S-nummer: 60/2026

Offentliggørelsesdato: 26/03/2026