

## 348009-2026 - Konkurrencevilkår

Norge – It-tjenester: rådgivning, programmeludvikling, internet og support – ESM platform with a system for user enquiries - Stage 1 - Qualification

OJ S 97/2026 21/05/2026

Udbuds- eller koncessionsbekendtgørelse – standardordningen - Meddelelse om ændring  
Tjenesteydelser

### 1. Køber

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#### 1.1. Køber

Officielt navn: Stortinget

E-mail: [innkjop.postmottak@stortinget.no](mailto:innkjop.postmottak@stortinget.no)

Køberens retlige status: Offentlig virksomhed

Den ordregivende myndigheds aktivitet: Generelle offentlige tjenesteydelser

### 2. Procedure

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#### 2.1. Procedure

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

Beskrivelse: 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

Identifikator for proceduren: ef0e33d8-fa8b-42fb-a506-463926cc7e16

Intern ID: 2025/8901

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

Proceduren er en hasteprocedure: nej

Hovedpunkterne i proceduren: ESM platform with a system for user enquiries.

### **2.1.1. Formål**

Kontraktens hovedformål: Tjenesteydelser

Primær klassifikation (cpv): 72000000 It-tjenester: rådgivning, programmeludvikling, internet og support

Supplerende klassifikation (cpv): 48000000 Programpakker og informationssystemer, 48311100 Dokumentforvaltningssystem, 48517000 It-programpakke, 72200000

Programmering af software og konsulentvirksomhed, 72260000 Programmelrelaterede tjenester

### **2.1.2. Udførelsessted**

Landsdel (NUTS): Oslo (NO081)

Land: Norge

#### 2.1.4. Generelle opplysninger

##### Retsgrundlag:

Direktiv 2014/24/EU

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>

Anskaffelsesforskriften - Amendment to the notice form regarding the number of suppliers that go on to negotiations

#### 2.1.6. Udelukkelsesgrunde

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

## 5. Delkontrakt

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### 5.1. Delkontrakt: LOT-0000

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

Beskrivelse: 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

Intern ID: 2025/8901

#### **5.1.1. Formål**

Kontraktens hovedformål: Tjenesteydelser

Primær klassifikation (cpv): 72000000 It-tjenester: rådgivning, programmeludvikling, internet og support

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48311100 Dokumentforvaltningssystem, 48517000 It-programpakke, 72200000

Programmering af software og konsulentvirksomhed, 72260000 Programmelrelaterede tjenester

#### **5.1.2. Udførelsessted**

Landsdel (NUTS): Oslo (NO081)

Land: Norge

#### **5.1.3. Anslået varighed**

Startdato: 30/10/2026

Varigheds slutdato: 31/10/2036

#### **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. Udvalgelseskriterier

Kilder til udvalgelseskriterier: Fælles europæisk udbudsdokument (ESPD)

##### **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

Køberen forbeholder sig retten til at tildele kontrakten på grundlag af de indledende tilbud uden yderligere forhandlinger

#### 5.1.11. Tilbudsdokumenter

Sprog, som udbudsdokumenterne er officielt tilgængelige på: norsk

Adresse på udbudsdokumenterne: <https://permalink.mercell.com/281577992.aspx>

#### 5.1.12. Tilbudsvilkår

##### **Vilkår for indgivelse:**

Elektronisk indgivelse: Påkrævet

Indgivelsesadresse: <https://permalink.mercell.com/281577992.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: 22/06/2026 10:00:00 (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 klager: Oslo tingrett

Oplysninger om klagefrister: See the tender documentation and loa/FOA

Organisation, der leverer yderligere oplysninger om klageprocedurerne: Oslo tingrett

## 8. Organisationer

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### 8.1. ORG-0001

Officielt navn: Stortinget

Registreringsnummer: 971524960

Postadresse: Karl Johans gate 22

By: OSLO

Postnummer: 0026

Landsdel (NUTS): Oslo (NO081)  
Land: Norge  
Enhed: Seksjon for innkjøp  
E-mail: [innkjop.postmottak@stortinget.no](mailto:innkjop.postmottak@stortinget.no)  
Telefon: 23313050  
Internetadresse: <http://www.stortinget.no/>

**Denne organisations roller:**

Køber

**8.1. ORG-0002**

Officielt navn: Oslo tingrett  
Registreringsnummer: 926725939  
By: oslo  
Postnummer: 0026  
Landsdel (NUTS): Oslo (NO081)

Land: Norge

**Denne organisations roller:**

Organisation med ansvar for klager  
Organisation, der leverer yderligere oplysninger om klageprocedurerne

## 10. Ændring

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Udgave af den foregående bekendtgørelse, der skal ændres

:

50e2f495-3db8-4fd2-aeb6-71f6ebf011f1-01

Hovedårsagen til ændringen

:

Ajournførte oplysninger

Beskrivelse

:

Amendment to the notice form regarding the number of suppliers that go on to negotiations

**10.1. Ændring**

Afsnitsidentifikator: PROCEDURE

**10.1. Ændring**

Afsnitsidentifikator: LOT-0000

## Oplysninger om bekendtgørelsen

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Bekendtgørelsens ID: f1feb587-7ef0-42ad-a0f2-67c8f2bf7d43 - 01

Formulartype: Konkurrencevilkår

Bekendtgørelsestype: Udbuds- eller koncessionsbekendtgørelse – standardordningen

Bekendtgørelsesundertype: 16

Afsendelsesdato for bekendtgørelsen: 20/05/2026 09:18:07 (UTC+00:00) vesteuropæisk tid, GMT

Dato for afsendelse af bekendtgørelsen (eSender): 20/05/2026 09:30:13 (UTC+00:00) vesteuropæisk tid, GMT

Bekendtgørelsens officielle sprog: engelsk

Bekendtgørelsesnummer: 348009-2026

EUT-S-nummer: 97/2026

