

451044-2026 - Konkurrencevilkår

Norge – It-tjenester: rådgivning, programmeludvikling, internet og support – IK-EEA 046-2026
Case handling system for collection (debt collection).

OJ S 124/2026 01/07/2026

Udbuds- eller koncessionsbekendtgørelse – standardordningen

Tjenesteydelser

1. Køber

1.1. Køber

Officielt navn: Bergen kommune - Innkjøp konsern

E-mail: benjamin.uppal@bergen.kommune.no

Køberens retlige status: Offentligretligt organ, der styres af en lokal myndighed

Den ordregivende myndigheds aktivitet: Generelle offentlige tjenesteydelser

2. Procedure

2.1. Procedure

Titel: IK-EEA 046-2026 Case handling system for collection (debt collection).

Beskrivelse: Procurement of a new trade system for collection (debt collection) for Bergen municipality.

Identifikator for proceduren: 597b0fd9-8360-477e-8633-9db7d04192a0

Intern ID: 2026/174181

Udbudsprocedure: Offentligt udbud

Proceduren er en hasteprocedure: nej

Hovedpunkterne i proceduren: The contract is for an ICT system for collection/debt collection and special debt management, provided as a service over the internet ("as a service" deliveries), and includes establishment, including training, configuration, conversion, adaptation and integrations, and operation/management as well as user support. The requirements and needs of the service are in the annexes.

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, 48441000 Programpakke til finansiel analyse, 48443000 Bogholderiprogrampakke, 48800000 Informationssystemer og servere, 48812000 Økonomi-informationssystemer, 72268000 Levering af programmel, 72400000 Internettjenester, 79940000 Inkassovirksomhed

2.1.2. Udførelsessted

Landsdel (NUTS): Vestland (NO0A2)

Land: Norge

2.1.4. Generelle oplysninger

Retsgrundlag:

Direktiv 2014/24/EU

Anskaffelsesforskriften - The procurement is covered by the Public Procurement Act (LOA) and the Public Procurement Regulations (FOA). This is an open tender contest, cf. the Public Procurement Regulations § 13-1. Parts I and III apply for this procurement.

2.1.6. Udelukkelsesgrunde

Kilder til grundlag for udelukkelse: Bekendtgørelse

Korruption: 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.

Svig: 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? Fraud included in Article 1 of the Convention on protection of the Financial Interests of the European Communities (EFT C 316 of 27.11.1995, p. 48).

Hvidvaskning af penge eller finansiering af 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? Money laundering or financing terrorism As defined in Article 1 of the European Parliament and Council Directive 2005/60/EF of 26 October 2005 on preventive measures against the use of the financial system for money laundering and financing terrorism (EUT L 309 of 25.11.2005, p. 15).

Deltagelse i en kriminel organisation: 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)

Terrorhåndlinger eller strafbare handlinger med forbindelse til terroraktivitet: 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, af 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.

Børnearbejde og andre former for menneskehandel: 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. 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).

Tilsidesættelse af forpligtelser på miljølovgivningsområdet: 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.

Tilsidesættelse af forpligtelser på det arbejdsretlige område: 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.

Tilsidesættelse af forpligtelser på sociallovgivningsområdet: 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.

Aftaler med andre økonomiske aktører med henblik på konkurrencefordrejning: Has the tenderer entered into agreement(s) with other tenderers with the intention of turning the competition?

Alvorlige forsømmelser i forbindelse med udøvelsen af erhvervet: Has the tenderer committed serious errors in professional practice? If relevant, see the definitions in national law, the relevant notice or procurement documents.

Afgivelse af urigtige oplysninger, tilbageholdelse af oplysninger, ude af stand til at fremlægge de dokumenter, der anmodes om, eller indhentede fortrolige oplysninger i forbindelse med denne procedure: Have the tenderer: a) given grossly incorrect information when notifying the information required to verify that there is no basis for rejection, or of the qualification requirements being met, b) failed to provide such information, c) subject to immediately submitting the supporting documents requested by the Contracting Authority, or d) improperly affecting 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?

Interessekonflikt som følge af deltagelse i udbudsproceduren: Are tenderers aware of a conflict of interest as stated in national law, the relevant notice or procurement documents?

Direkte eller indirekte involvering i forberedelsen af denne udbudsprocedure: 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?

Ophævelse eller en lignende sanktion: 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?

Tilsidesættelse af forpligtelser i henhold til rent nationale udelukkelsesgrunde: The contracting authority shall state that in Norway there are national rejection reasons. These shall be described in the procurement documents. Tenderers must respond to whether they are in one or more of the situations described in the national rejection reasons. Will the purely national rejection reasons, as stated in the relevant notice or in the procurement documents, apply?

Tilsidesættelse af forpligtelser vedrørende betaling af bidrag til sociale sikringsordninger: 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?

Tilsidesættelse af forpligtelser vedrørende betaling af skatter og afgifter: Has the tenderer not fulfilled his tax and duty obligations in the country in which he is established, and in the contracting authority's member state, if this is a different country than what he is established in?

Erhvervsvirksomheden er indstillet: 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 made mandatory in accordance with the current national law without the possibility for exceptions.

Konkurs: 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 made mandatory in accordance with the current national law without the possibility for exceptions.

Tvangsakkord uden for konkurs: 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 made mandatory in accordance with the current national law without the possibility for exceptions.

Insolvens: 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 made mandatory in accordance with the current national law without the possibility for exceptions.

Aktiver, der administreres af en kurator: 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 made mandatory in accordance with the current national law without the possibility for exceptions.

En situation, der svarer til konkurs i henhold til national ret: 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 made mandatory in accordance with the current national law without the possibility for exceptions.

5. Delkontrakt

5.1. Delkontrakt: LOT-0000

Titel: IK-EEA 046-2026 Case handling system for collection (debt collection).

Beskrivelse: Procurement of a new trade system for collection (debt collection) for Bergen municipality.

Intern ID: 2026/174181

5.1.1. Formål

Kontraktens hovedformål: Tjenesteydelser

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

Landsdel (NUTS): Vestland (NO0A2)

Land: Norge

5.1.3. Anslået varighed

Startdato: 31/10/2026

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): nej

5.1.9. Udvalgelseskriterier

Kilder til udvalgelseskriterier: Fælles europæisk udbudsdokument (ESPD)

5.1.11. Tilbudsdokumenter

Sprog, som udbudsdokumenterne er officielt tilgængelige på: norsk

Frist for anmodning om yderligere oplysninger: 26/08/2026 10:00:00 (UTC+00:00)

vesteuropæisk tid, GMT

Adresse på udbudsdokumenterne: <https://permalink.mercell.com/284586265.aspx>

5.1.12. Tilbudsvilkår

Vilkår for indgivelse:

Elektronisk indgivelse: Påkrævet

Indgivelsesadresse: <https://permalink.mercell.com/284586265.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 tilbud: 03/09/2026 12:00:00 (UTC+00:00) vesteuropæisk tid, GMT

Varighed, hvor tilbuddet skal forblive gyldigt: 3 Måneder

Oplysninger om offentlig iværksættelse:

Åbningsdato: 03/09/2026 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: nej

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: Hordaland tingrett

Oplysninger om klagefrister: Ten Days

Organisation, der leverer yderligere oplysninger om klageprocedurerne: Bergen kommune - Innkjøp konsern

8. Organisationer

8.1. ORG-0001

Officielt navn: Bergen kommune - Innkjøp konsern

Registreringsnummer: 964338531

Afdeling: Innkjøp konsern

Postadresse: Postboks 7700

By: BERGEN

Postnummer: 5020

Landsdel (NUTS): Vestland (NO0A2)

Land: Norge

Enhed: Benjamin Uppal

E-mail: benjamin.uppal@bergen.kommune.no

Telefon: +47 05556

Internetadresse: <https://www.bergen.kommune.no>

Denne organisations roller:

Køber

Organisation, der leverer yderligere oplysninger om klageprocedurerne

8.1. ORG-0002

Officielt navn: Hordaland tingrett

Registreringsnummer: 926 723 367

Afdeling: rettstad Bergen

By: Bergen

Postnummer: 5020

Landsdel (NUTS): Vestland (NO0A2)

Land: Norge

E-mail: hordaland.tingrett@domstol.no

Telefon: 55699700

Denne organisations roller:

Organisation med ansvar for klager

Oplysninger om bekendtgørelsen

Bekendtgørelsens ID: cf65c9ef-8a0c-4252-a5ee-6424685eb439 - 01

Formulartype: Konkurrencevilkår

Bekendtgørelsestype: Udbuds- eller koncessionsbekendtgørelse – standardordningen

Bekendtgørelsesundertype: 16

Afsendelsesdato for bekendtgørelsen: 29/06/2026 14:22:08 (UTC+00:00) vesteuropæisk tid, GMT

Dato for afsendelse af bekendtgørelsen (eSender): 29/06/2026 14:34:24 (UTC+00:00)
vesteuropæisk tid, GMT
Bekendtgørelsens officielle sprog: engelsk
Bekendtgørelsesnummer: 451044-2026
EUT-S-nummer: 124/2026
Offentliggørelsesdato: 01/07/2026