

623705-2026 - Konkurrencevilkår

Norge – It-tjenester: rådgivning, programmeludvikling, internet og support – Digital system for registering cleaning and deviations.

OJ S 175/2026 10/09/2026

Udbuds- eller koncessionsbekendtgørelse – standardordningen

Tjenesteydelser

1. Køber

1.1. Køber

Officielt navn: Troms Fylkeskommune

E-mail: postmottak@tromsfylke.no

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

Den ordregivende myndigheds aktivitet: Generelle offentlige tjenesteydelser

2. Procedure

2.1. Procedure

Titel: Digital system for registering cleaning and deviations.

Beskrivelse: Background Troms County (TFK) manages buildings of 218,000 m², comprising i. a. schools, sports facilities, dental clinics, workplaces and other county buildings. The cleaning services are carried out by approx. 130 cleaners organised by teams, with a focus on flexible work forms, efficient use of resources and quality in the service delivery. The County municipality needs a more uniform, digital and documentable follow-up of cleaning across buildings, rooms and areas. The current systems do not provide sufficient support for registration and follow-up of work performed, deviations and quality measurements. Therefore there is a need for a system that makes it easy for cleaners to register work and register conditions that affect cleaning, for example rooms that cannot be cleaned, deviations or a lack of periodic cleaning. At the same time, the county needs a better overview and management information. Managers should be able to follow the status per building, area and room, identify areas that have not been cleaned and get a better basis for planning capacity, resource use and absence management. The cleaning quality shall be measured and documented in accordance with NS-INSTA 800. TFK would like systems that provide good support for quality follow-up, reporting and analysis, which contribute to increased user friendliness, better decision making and more efficient operation. The procurement is being made to establish a future orientated digital system that provides a better overview, more uniform practice, better documentation and more efficient management of deviations, quality follow-up and resource planning. Description of the assignment The assignment includes the delivery, establishment, operation and support of a digital cleaning system for Troms County. The system shall provide an overview of cleaning per building, room and area and it can be used by cleaners, substitutes, managers, administrators and operations managers where the work is carried out. The system shall support planning, implementation, documentation and follow-up of the cleaning services. The system shall, among other things: Give easy registration of completed cleaning, status and deviations. Support registration and follow-up of periodic cleaning. Give an overview of rooms and areas that have not been cleaned or where deviations are registered. Support quality measurements and documentation in accordance with NS-INSTA 800. Offer reports and management information that supports follow-up, documentation, analysis and resource planning. Support both short term and long term planning of

assignments and resources. Be able to integrate with existing and future MOM systems, as well as facilitate future integrations with other support systems, including possibilities for future use of sensor technology, such as dispensers, waste handling, machines and robots. The delivery shall include the necessary establishment and configuration of the building and room structure, user roles and access management, as well as training, user support and administrative assistance in connection with the introduction and use of the system. TFK would like a user friendly and visually oriented system that facilitates efficient operation, good quality control and future development of the cleaning services. Further requirements for functionality, technical conditions, security, privacy, integrations and service level are stated in the requirement specification.

Identifikator for proceduren: b4f9ad93-e6cc-458d-98d0-39e9fe9b8c9a

Intern ID: cmogwmc8d000g04i912m76he4

Udbudsprocedure: Offentligt udbud

Proceduren er en hasteprocedure: nej

Hovedpunkterne i proceduren: All interested suppliers can submit tender offers through Hyyr. The competition does not have a prequalification phase. The tenders will be evaluated directly, and dialogues or negotiations will not be allowed beyond minor clarifications and corrections of the tenders. Tenderers are strongly encouraged to follow the instructions given in this tender documentation with annexes and possibly ask questions about uncertainties in the communication module in Hyyr.

2.1.1. Formål

Kontraktens hovedformål: Tjenesteydelser

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

Supplerende klassifikation (cpv): 80590000 Eneundervisning, 72227000 Konsulentvirksomhed i forbindelse med integration af programmel, 72260000 Programmelrelaterede tjenester, 72222300 Tjenesteydelser i forbindelse med informationsteknologi, 72250000 System- og supporttjenester, 72220000 Konsulentvirksomhed i forbindelse med systemer og teknik, 72310000 Databehandling, 72253000 Help-desk og støttetjenester, 72212421 Udvikling af programmel til facilitetsforvaltning, 72222000 Strategisk gennemgang og planlægning af informationssystemer eller -teknologi, 72300000 Datatjenester, 72212000

Programmeringsservice i forbindelse med applikationsprogrammel, 72200000 Programmering af software og konsulentvirksomhed, 72212400 Udvikling af programmel til forvaltning af forretningstransaktioner og privatsager

2.1.2. Udførelsessted

Postadresse: Postboks 6600

By: Tromsø

Postnummer: 9296

Landsdel (NUTS): Troms/Romsa/Tromssa (NO072)

Land: Norge

Yderligere oplysninger: Norway

2.1.4. Generelle oplysninger

Retsgrundlag:

Direktiv 2014/24/EU

Anskaffelsesforskriften -

2.1.6. Udelukkelsesgrunde

Kilder til grundlag for udelukkelse: Udbudsdokument, Udbudsdokument

5. Delkontrakt

5.1. Delkontrakt: LOT-0001

Titel: Digital system for registering cleaning and deviations.

Beskrivelse: Background Troms County (TFK) manages buildings of 218,000 m², comprising i. a. schools, sports facilities, dental clinics, workplaces and other county buildings. The cleaning services are carried out by approx. 130 cleaners organised by teams, with a focus on flexible work forms, efficient use of resources and quality in the service delivery. The County municipality needs a more uniform, digital and documentable follow-up of cleaning across buildings, rooms and areas. The current systems do not provide sufficient support for registration and follow-up of work performed, deviations and quality measurements. Therefore there is a need for a system that makes it easy for cleaners to register work and register conditions that affect cleaning, for example rooms that cannot be cleaned, deviations or a lack of periodic cleaning. At the same time, the county needs a better overview and management information. Managers should be able to follow the status per building, area and room, identify areas that have not been cleaned and get a better basis for planning capacity, resource use and absence management. The cleaning quality shall be measured and documented in accordance with NS-INSTA 800. TFK would like systems that provide good support for quality follow-up, reporting and analysis, which contribute to increased user friendliness, better decision making and more efficient operation. The procurement is being made to establish a future orientated digital system that provides a better overview, more uniform practice, better documentation and more efficient management of deviations, quality follow-up and resource planning. Description of the assignment The assignment includes the delivery, establishment, operation and support of a digital cleaning system for Troms County. The system shall provide an overview of cleaning per building, room and area and it can be used by cleaners, substitutes, managers, administrators and operations managers where the work is carried out. The system shall support planning, implementation, documentation and follow-up of the cleaning services. The system shall, among other things: Give easy registration of completed cleaning, status and deviations. Support registration and follow-up of periodic cleaning. Give an overview of rooms and areas that have not been cleaned or where deviations are registered. Support quality measurements and documentation in accordance with NS-INSTA 800. Offer reports and management information that supports follow-up, documentation, analysis and resource planning. Support both short term and long term planning of assignments and resources. Be able to integrate with existing and future MOM systems, as well as facilitate future integrations with other support systems, including possibilities for future use of sensor technology, such as dispensers, waste handling, machines and robots. The delivery shall include the necessary establishment and configuration of the building and room structure, user roles and access management, as well as training, user support and administrative assistance in connection with the introduction and use of the system. TFK would like a user friendly and visually oriented system that facilitates efficient operation, good quality control and future development of the cleaning services. Further requirements for functionality, technical conditions, security, privacy, integrations and service level are stated in the requirement specification.

Intern ID: cmogwmc9w000j04i9kjtiv1oe

5.1.1. Formål

Kontraktens hovedformål: Tjenesteydelser

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

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Valgmuligheder:

Beskrivelse af optioner: The initial contract period is 3 years to ensure stable operation, training and implementation of the system. Thereafter, the contractual relationship continues indefinitely to safeguard the need for continuity, at the same time that both parties have access to terminate the agreement through ordinary termination.

5.1.2. Udførelsessted

Postadresse: Postboks 6600

By: Tromsø

Postnummer: 9296

Landsdel (NUTS): Troms/Romsa/Tromssa (NO072)

Land: Norge

Yderligere oplysninger: Norway

5.1.3. Anslået varighed

Startdato: 01/11/2026

Varigheds slutdato: 31/10/2029

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: Udbudsdokument

5.1.10. Tildelingskriterier

Kriterium:

Type: Pris

Navn: Price

Beskrivelse: The price form will be assessed under this criteria.

Kategori for tildelingskriteriet vægt: Vægtning (procentdel, midt i intervallet)

Tildelingskriterium talværdi: 15

Kriterium:

Type: Kvalitet

Navn: Quality

Beskrivelse: The tenderer's response to requirement 2.8. See the evaluation form that is attached requirements under this criteria.

Kategori for tildelingskriteriet vægt: Vægtning (procentdel, midt i intervallet)

Tildelingskriterium talværdi: 25

Kriterium:

Type: Kvalitet

Navn: Demonstration of system

Beskrivelse: Requirement 3.5, 3.8, 3.16, 5.3, 10.1 and 10.2 Tenderers shall submit a written response and demonstrate how the requirements are supported in the system, cf. the attached evaluation form. The contracting authority would also like access to the system via a test user for verification of the selected functionality. The assessment is based on: written responses, demonstrated functionality and work processes, experiences from testing with test users. Up to 2 hours will be put aside for demonstrations per tender. Each tenderer will be agreed to a demonstration date. The contracting authority would like execution in week 41.

Kategori for tildelingskriteriet vægt: Vægtning (procentdel, midt i intervallet)

Tildelingskriterium talværdi: 60

Kriterium:

Type: Kvalitet

Navn: Climate and environment

Beskrivelse: The procurement will be covered by the procurement regulations' provisions on a duty to weight climate and environmental considerations of 30%. The procurement regulation § 7-9 intends to have requirements and/or criteria that reduce the procurement's total climate footprint or environmental impact. The new digital system for registering cleaning and deviations will have a climate footprint and it will lead to an impact on the environment, both directly and indirectly by: - Development of server parks/data centres. - Use of energy in server parks/computer centres for both production of data, sending data and to cooling systems. - Handling electronic waste and recycling. - Resource use for data storage and processing power. DFØ has assessed climate intensity and central environmental impacts for procurement categories at a general level (main CPV code) and compiled the assessments in their Climate and Environment Risk list, ref. The climate and environmental risk list | Anskaffelser.no. The list provides for the relevant CPV codes in this procurement: - 48 Software and information systems - 72 Computer services: consultancy, software development, internet and system support. - 79 Business services; law, advertising, consultancy, employment, printing and security. ... that all have a low estimated climate intensity. Low climate intensity means less than 20 tonnes of CO2 equivalents per million kroner. Development of software is a service that normally contains elements that only have a marginal impact on climate and environment, and thus, in its nature, has a climate footprint and an environmental impact that is immaterial. The nature of the procurement is the development of software, where the main service is the tenderer's work efforts. There is no need for/set no requirements for physical travel/travel activity between TFK and the supplier during the contract period. The direct climate footprint as a result of the procurement is therefore expected to be of a modest character. However, if the sub-supplier and software producer chains take into consideration, climate footprint and environmental impact can occur in connection with the operation of data centres. TFK has little knowledge of an objective measure in order to evaluate the operation of a computer centre. We have learned in market mapping that there are not large differences between the tenderers at this point and it is therefore considered not to be suitable to separate the tenderers as an award criteria. The result of the climate and environmental mapping is that the procurement is assessed to have a climate footprint and an environmental impact that is immaterial, cf. the Public Procurement Regulations §7-9 (5). Based on its climate and environment mapping, TFK will use the exclusion provisions in the Public Procurement Regulations §7-9 fifth paragraph, as the procurement is assessed to have a climate footprint and an environmental impact that is immaterial.

5.1.11. Tilbudsdokumenter

Adresse på udbudsdokumenterne: <https://hyyr.no/procurement/cmogwmc8d000g04i912m76he4>

5.1.12. Tilbudsvilkår

Vilkår for indgivelse:

Elektronisk indgivelse: Påkrævet

Indgivelsesadresse: <https://hyyr.no/procurement/cmogwmc8d000g04i912m76he4>

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

Elektronisk katalog: Ikke tilladt

Tilbudsgivere kan indgive mere end ét tilbud: Ikke tilladt

Frist for modtagelse af tilbud: 14/10/2026 12:00:00 (UTC+02:00) østeuropæisk tid, centraleuropæisk sommertid

Varighed, hvor tilbuddet skal forblive gyldigt: 90 Døgn

Betingelser for kontraktens udførelse:

Udførelsen af kontrakten skal ske inden for rammerne af programmer for beskyttet beskæftigelse: Nej

Vilkår relateret til kontraktens udførelse: See Tender Documents

Elektronisk fakturering: Påkrævet

Der vil blive anvendt elektronisk bestilling: nej

Der vil blive anvendt elektronisk betaling: nej

Oplysninger om finansiering og betaling: See tender documents

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: NORD-TROMS OG SENJA TINGRETT

Organisation, der leverer supplerende oplysninger om udbudsproceduren: Troms Fylkeskommune

Organisation, der leverer yderligere oplysninger om klageprocedurerne: NORD-TROMS OG SENJA TINGRETT

Organisation, der modtager ansøgninger om deltagelse: Hyyr AS

8. Organisationer

8.1. ORG-0001

Officielt navn: NORD-TROMS OG SENJA TINGRETT

Registreringsnummer: 926723022

Postadresse: Postboks 2510 Stakkevollan

By: TROMSØ

Postnummer: 9270

Landsdel (NUTS): Troms/Romsa/Tromssa (NO072)

Land: Norge

Enhed: NORD-TROMS OG SENJA TINGRETT

Denne organisations roller:

Organisation med ansvar for klager

Organisation, der leverer yderligere oplysninger om klageprocedurerne

8.1. ORG-0002

Officielt navn: Hyyr AS
Registreringsnummer: 924998687
Postadresse: Gaustadalléen 21
By: Oslo
Postnummer: 0349
Landsdel (NUTS): Oslo (NO081)
Land: Norge
Enhed: Hyyr Support
E-mail: admin@hyyr.no
Telefon: +47 90 63 65 38

Denne organisations roller:

Organisation, der modtager ansøgninger om deltagelse

8.1. ORG-0003

Officielt navn: Troms Fylkeskommune
Registreringsnummer: 930068128
Postadresse: Postboks 6600
By: Tromsø
Postnummer: 9296
Landsdel (NUTS): Troms/Romsa/Tromssa (NO072)
Land: Norge
Enhed: Troms Fylkeskommune
E-mail: postmottak@tromsfylke.no
Telefon: +47 77788000

Denne organisations roller:

Køber

Organisation, der leverer supplerende oplysninger om udbudsproceduren

Oplysninger om bekendtgørelsen

Bekendtgørelsens ID: 7053a8e7-92c7-40e9-b74e-1533ac5507d9 - 01

Formulartype: Konkurrencevilkår

Bekendtgørelsestype: Udbuds- eller koncessionsbekendtgørelse – standardordningen

Bekendtgørelsesundertype: 16

Afsendelsesdato for bekendtgørelsen: 09/09/2026 12:49:32 (UTC+02:00) østeuropæisk tid, centraleuropæisk sommertid

Bekendtgørelsens officielle sprog: engelsk

Bekendtgørelsesnummer: 623705-2026

EUT-S-nummer: 175/2026

Offentliggørelsesdato: 10/09/2026