

623705-2026 - Wettbewerb

Norwegen – IT-Dienste: Beratung, Software-Entwicklung, Internet und Hilfestellung – Digital system for registering cleaning and deviations.

OJ S 175/2026 10/09/2026

Auftrags- oder Konzessionsbekanntmachung – Standardregelung
Dienstleistungen

1. Beschaffer

1.1. Beschaffer

Offizielle Bezeichnung: Troms Fylkeskommune

E-Mail: postmottak@tromsfylke.no

Rechtsform des Erwerbers: Von einer regionalen Gebietskörperschaft kontrollierte Einrichtung des öffentlichen Rechts

Tätigkeit des öffentlichen Auftraggebers: Allgemeine öffentliche Verwaltung

2. Verfahren

2.1. Verfahren

Titel: Digital system for registering cleaning and deviations.

Beschreibung: 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.

Kennung des Verfahrens: b4f9ad93-e6cc-458d-98d0-39e9fe9b8c9a

Interne Kennung: cmogwmc8d000g04i912m76he4

Verfahrensart: Offenes Verfahren

Das Verfahren wird beschleunigt: nein

Zentrale Elemente des Verfahrens: All interested suppliers can submit tender offers through Hyrr. 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 Hyrr.

2.1.1. Zweck

Art des Auftrags: Dienstleistungen

Haupteinstufung (cpv): 72000000 IT-Dienste: Beratung, Software-Entwicklung, Internet und Hilfestellung

Zusätzliche Einstufung (cpv): 80590000 Tutorendienste, 72227000 Beratung im Bereich Software-Integration, 72260000 Dienstleistungen in Verbindung mit Software, 72222300 Informationstechnologiedienste, 72250000 Systemdienstleistungen und Unterstützungsdienste, 72220000 Systemberatung und technische Beratung, 72310000 Datenverarbeitung, 72253000 Help-Desk und Unterstützungsdienste, 72212421 Entwicklung von Software für das Facility Management, 72222000 Strategische Prüfung und Planung im Bereich Informationssysteme oder -technologie, 72300000 Datendienste, 72212000 Programmierung von Anwendersoftware, 72200000 Softwareprogrammierung und -beratung, 72212400 Entwicklung von Software für Geschäftstransaktionen und persönliche Arbeitsabläufe

2.1.2. Erfüllungsort

Postanschrift: Postboks 6600

Stadt: Tromsø

Postleitzahl: 9296

Land, Gliederung (NUTS): Troms/Romsa/Tromssa (NO072)

Land: Norwegen

Zusätzliche Informationen: Norway

2.1.4. Allgemeine Informationen

Rechtsgrundlage:

Richtlinie 2014/24/EU

Anskaffelsesforskriften -

2.1.6. Ausschlussgründe

Quellen der Ausschlussgründe: Auftragsunterlagen, Auftragsunterlagen

5. Los

5.1. Los: LOT-0001

Titel: Digital system for registering cleaning and deviations.

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Interne Kennung: cmogwmc9w000j04i9kjtiv1oe

5.1.1. Zweck

Art des Auftrags: Dienstleistungen

Haupteinstufung (cpv): 72000000 IT-Dienste: Beratung, Software-Entwicklung, Internet und Hilfestellung

Zusätzliche Einstufung (cpv): 80590000 Tutorendienste, 72227000 Beratung im Bereich Software-Integration, 72260000 Dienstleistungen in Verbindung mit Software, 72222300 Informationstechnologiedienste, 72250000 Systemdienstleistungen und Unterstützungsdienste, 72220000 Systemberatung und technische Beratung, 72310000 Datenverarbeitung, 72253000 Help-Desk und Unterstützungsdienste, 72212421 Entwicklung von Software für das Facility Management, 72222000 Strategische Prüfung und Planung im Bereich Informationssysteme oder -technologie, 72300000 Datendienste, 72212000 Programmierung von Anwendersoftware, 72200000 Softwareprogrammierung und -beratung, 72212400 Entwicklung von Software für Geschäftstransaktionen und persönliche Arbeitsabläufe

Optionen:

Beschreibung der Optionen: 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. Erfüllungsort

Postanschrift: Postboks 6600

Stadt: Tromsø

Postleitzahl: 9296

Land, Gliederung (NUTS): Troms/Romsa/Tromssa (NO072)

Land: Norwegen

Zusätzliche Informationen: Norway

5.1.3. Geschätzte Dauer

Datum des Beginns: 01/11/2026

Enddatum der Laufzeit: 31/10/2029

5.1.6. Allgemeine Informationen

Vorbehaltene Teilnahme:

Teilnahme ist nicht vorbehalten.

Auftragsvergabeprojekt nicht aus EU-Mitteln finanziert

Die Beschaffung fällt unter das Übereinkommen über das öffentliche Beschaffungswesen: ja

5.1.9. Eignungskriterien

Quellen der Eignungskriterien: Auftragsunterlagen

5.1.10. Zuschlagskriterien

Kriterium:

Art: Preis

Bezeichnung: Price

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

Kategorie des Gewicht-Zuschlagskriteriums: Gewichtung (Prozentanteil, Mittelwert)

Zuschlagskriterium — Zahl: 15

Kriterium:

Art: Qualität

Bezeichnung: Quality

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

Kategorie des Gewicht-Zuschlagskriteriums: Gewichtung (Prozentanteil, Mittelwert)

Zuschlagskriterium — Zahl: 25

Kriterium:

Art: Qualität

Bezeichnung: Demonstration of system

Beschreibung: 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.

Kategorie des Gewicht-Zuschlagskriteriums: Gewichtung (Prozentanteil, Mittelwert)

Zuschlagskriterium — Zahl: 60

Kriterium:

Art: Qualität

Bezeichnung: Climate and environment

Beschreibung: 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 environment 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. Auftragsunterlagen

Internetadresse der Auftragsunterlagen: <https://hyyr.no/procurement/cmogwmc8d000g04i912m76he4>

5.1.12. Bedingungen für die Auftragsvergabe

Bedingungen für die Einreichung:

Elektronische Einreichung: Erforderlich

Adresse für die Einreichung: <https://hyyr.no/procurement/cmogwmc8d000g04i912m76he4>

Sprachen, in denen Angebote oder Teilnahmeanträge eingereicht werden können: Norwegisch , Englisch

Elektronischer Katalog: Nicht zulässig

Die Bieter können mehrere Angebote einreichen: Nicht zulässig

Frist für den Eingang der Angebote: 14/10/2026 12:00:00 (UTC+02:00) Osteuropäische Zeit, Mitteleuropäische Sommerzeit

Dauer, während der das Angebot gültig bleiben muss: 90 Tage

Auftragsbedingungen:

Die Auftragsausführung muss im Rahmen von Programmen für geschützte

Beschäftigungsverhältnisse erfolgen: Nein

Bedingungen für die Ausführung des Auftrags: See Tender Documents

Elektronische Rechnungsstellung: Erforderlich

Aufträge werden elektronisch erteilt: nein

Zahlungen werden elektronisch geleistet: nein

Finanzielle Vereinbarung: See tender documents

5.1.15. Techniken

Rahmenvereinbarung:

Keine Rahmenvereinbarung

Informationen über das dynamische Beschaffungssystem:

Kein dynamisches Beschaffungssystem

5.1.16. Weitere Informationen, Schlichtung und Nachprüfung

Überprüfungsstelle: NORD-TROMS OG SENJA TINGRETT

Organisation, die zusätzliche Informationen über das Vergabeverfahren bereitstellt: Troms Fylkeskommune

Organisation, die weitere Informationen für die Nachprüfungsverfahren bereitstellt: NORD-TROMS OG SENJA TINGRETT

Organisation, die Teilnahmeanträge entgegennimmt: Hyyr AS

8. Organisationen

8.1. ORG-0001

Offizielle Bezeichnung: NORD-TROMS OG SENJA TINGRETT

Registrierungsnummer: 926723022

Postanschrift: Postboks 2510 Stakkevollan

Stadt: TROMSØ

Postleitzahl: 9270

Land, Gliederung (NUTS): Troms/Romsa/Tromssa (NO072)

Land: Norwegen

Kontaktperson: NORD-TROMS OG SENJA TINGRETT

Rollen dieser Organisation:

Überprüfungsstelle

Organisation, die weitere Informationen für die Nachprüfungsverfahren bereitstellt

8.1. ORG-0002

Offizielle Bezeichnung: Hyyr AS
Registrierungsnummer: 924998687
Postanschrift: Gaustadalléen 21
Stadt: Oslo
Postleitzahl: 0349
Land, Gliederung (NUTS): Oslo (NO081)
Land: Norwegen
Kontaktperson: Hyyr Support
E-Mail: admin@hyyr.no
Telefon: +47 90 63 65 38

Rollen dieser Organisation:

Organisation, die Teilnahmeanträge entgegennimmt

8.1. ORG-0003

Offizielle Bezeichnung: Troms Fylkeskommune
Registrierungsnummer: 930068128
Postanschrift: Postboks 6600
Stadt: Tromsø
Postleitzahl: 9296
Land, Gliederung (NUTS): Troms/Romsa/Tromssa (NO072)
Land: Norwegen
Kontaktperson: Troms Fylkeskommune
E-Mail: postmottak@tromsfylke.no
Telefon: +47 77788000

Rollen dieser Organisation:

Beschaffer

Organisation, die zusätzliche Informationen über das Vergabeverfahren bereitstellt

Informationen zur Bekanntmachung

Kennung/Fassung der Bekanntmachung: 7053a8e7-92c7-40e9-b74e-1533ac5507d9 - 01
Formulartyp: Wettbewerb
Art der Bekanntmachung: Auftrags- oder Konzessionsbekanntmachung – Standardregelung
Unterart der Bekanntmachung: 16
Datum der Übermittlung der Bekanntmachung: 09/09/2026 12:49:32 (UTC+02:00)
Osteuropäische Zeit, Mitteleuropäische Sommerzeit
Sprachen, in denen diese Bekanntmachung offiziell verfügbar ist: Englisch
Veröffentlichungsnummer der Bekanntmachung: 623705-2026
ABl. S – Nummer der Ausgabe: 175/2026
Datum der Veröffentlichung: 10/09/2026