

343841-2026 - Διαγωνισμός

Νορβηγία – Υπηρεσίες τεχνολογίας των πληροφοριών: παροχή συμβουλών, ανάπτυξη λογισμικού, Διαδίκτυο και υποστήριξη – ESM platform with a system for user enquiries - Stage 1 - Qualification

OJ S 96/2026 20/05/2026

Προκήρυξη σύμβασης ή σύμβασης παραχώρησης — τυποποιημένο καθεστώς Υπηρεσίες

1. Αγοραστής

1.1. Αγοραστής

Επίσημη ονομασία: Stortinget

Email: innkjop.postmottak@stortinget.no

Νομική μορφή αγοραστή: Δημόσια επιχείρηση

Δραστηριότητα της αναθέτουσας αρχής: Γενικές δημόσιες υπηρεσίες

2. Διαδικασία

2.1. Διαδικασία

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

Περιγραφή: 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

Αναγνωριστικό διαδικασίας: ef0e33d8-fa8b-42fb-a506-463926cc7e16

Εσωτερικό αναγνωριστικό: 2025/8901

Είδος διαδικασίας: Με διαπραγμάτευση με προηγούμενη δημοσίευση προκήρυξης διαγωνισμού/ανταγωνιστική διαδικασία με διαπραγμάτευση

Η διαδικασία επιταχύνεται: όχι

Κύρια χαρακτηριστικά της διαδικασίας: ESM platform with a system for user enquiries.

2.1.1. Σκοπός

Χαρακτήρας της σύμβασης: Υπηρεσίες

Κύρια ταξινόμηση (cpv): 72000000 Υπηρεσίες τεχνολογίας των πληροφοριών: παροχή συμβουλών, ανάπτυξη λογισμικού, Διαδίκτυο και υποστήριξη

Πρόσθετη ταξινόμηση (cpv): 48000000 Πακέτα λογισμικού και συστήματα πληροφορικής,

48517000 Πακέτα λογισμικού τεχνολογίας των πληροφοριών, 72200000 Υπηρεσίες

προγραμματισμού λογισμικού και παροχής συμβουλών, 72260000 Υπηρεσίες σχετιζόμενες με λογισμικά

2.1.2. Τόπος εκτέλεσης

Υποδιαίρεση χώρας (NUTS): Oslo (NO081)

2.1.4. Γενικές πληροφορίες

Νομική βάση:

Οδηγία 2014/24/ΕΕ

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>

2.1.6. Λόγοι αποκλεισμού

Πηγές των λόγων αποκλεισμού: Ευρωπαϊκό Ενιαίο Έγγραφο Σύμβασης (ΕΕΕΣ)

5. Παρτίδα

5.1. Παρτίδα: LOT-0000

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

Περιγραφή: 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. Starting gets 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

Εσωτερικό αναγνωριστικό: 2025/8901

5.1.1. Σκοπός

Χαρακτήρας της σύμβασης: Υπηρεσίες

Κύρια ταξινόμηση (cpv): 72000000 Υπηρεσίες τεχνολογίας των πληροφοριών: παροχή συμβουλών, ανάπτυξη λογισμικού, Διαδίκτυο και υποστήριξη

Πρόσθετη ταξινόμηση (cpv): 48000000 Πακέτα λογισμικού και συστήματα πληροφορικής, 48517000 Πακέτα λογισμικού τεχνολογίας των πληροφοριών, 72200000 Υπηρεσίες προγραμματισμού λογισμικού και παροχής συμβουλών, 72260000 Υπηρεσίες σχετιζόμενες με λογισμικά

5.1.2. Τόπος εκτέλεσης

Υποδιαίρεση χώρας (NUTS): Oslo (NO081)

Χώρα: Νορβηγία

5.1.3. Εκτιμώμενη διάρκεια

Ημερομηνία έναρξης: 30/10/2026

Ημερομηνία λήξης διάρκειας: 31/10/2036

5.1.6. Γενικές πληροφορίες

Κατ' αποκλειστικότητα συμμετοχή:

Δεν παραχωρείται συμμετοχή.

Έργο δημόσιων συμβάσεων που δεν χρηματοδοτείται από τα ταμεία της ΕΕ

Η δημόσια σύμβαση καλύπτεται από τη συμφωνία για τις δημόσιες συμβάσεις (ΣΔΣ): ναι

5.1.9. Κριτήρια επιλογής

Πηγές των κριτηρίων επιλογής: Ευρωπαϊκό Ενιαίο Έγγραφο Σύμβασης (ΕΕΕΣ)

Πληροφορίες σχετικά με το δεύτερο στάδιο σε διαδικασία δύο σταδίων:

Ελάχιστος αριθμός υποψηφίων που θα κληθούν να συμμετάσχουν στο δεύτερο στάδιο της διαδικασίας: 3

Μέγιστος αριθμός υποψηφίων που θα κληθούν να συμμετάσχουν στο δεύτερο στάδιο της διαδικασίας: 4

Η διαδικασία διεξάγεται σε διαδοχικές φάσεις. Σε κάθε φάση, ορισμένοι συμμετέχοντες μπορεί να αποκλειστούν

Ο αγοραστής διατηρεί το δικαίωμα να αναθέσει τη σύμβαση βάσει των αρχικών προσφορών χωρίς περαιτέρω διαπραγματεύσεις

5.1.11. Έγγραφα δημοσίων συμβάσεων

Γλώσσες στις οποίες είναι επισήμως διαθέσιμα τα έγγραφα της δημόσιας σύμβασης: νορβηγικά
Διεύθυνση των εγγράφων της δημόσιας σύμβασης: <https://permalink.mercell.com/281577992.aspx>

5.1.12. Όροι δημοσίων συμβάσεων

Όροι υποβολής:

Ηλεκτρονική υποβολή: Υποχρεωτική

Διεύθυνση για υποβολή: <https://permalink.mercell.com/281577992.aspx>

Γλώσσες στις οποίες μπορούν να υποβληθούν οι προσφορές ή οι αιτήσεις συμμετοχής: νορβηγικά

Ηλεκτρονικός κατάλογος: Δεν επιτρέπεται

Απαιτείται προηγμένη ή εγκεκριμένη ηλεκτρονική υπογραφή ή σφραγίδα [όπως ορίζεται στον κανονισμό (ΕΕ) αριθ 910/2014]

Παραλλαγές: Δεν επιτρέπεται

Προθεσμία παραλαβής των αιτήσεων συμμετοχής: 22/06/2026 10:00:00 (UTC+00:00) Ώρα Δυτικής Ευρώπης, GMT

Όροι της σύμβασης:

Η σύμβαση πρέπει να εκτελείται στο πλαίσιο προγραμμάτων προστατευόμενης απασχόλησης: Όχι

Ηλεκτρονική τιμολόγηση: Υποχρεωτική

Θα χρησιμοποιηθεί ηλεκτρονική παραγγελία: ναι

Θα χρησιμοποιηθεί ηλεκτρονική πληρωμή: ναι

5.1.15. Τεχνικές

Συμφωνία-πλαίσιο:

Καμία συμφωνία-πλαίσιο

Πληροφορίες σχετικά με το δυναμικό σύστημα αγορών:

Κανένα δυναμικό σύστημα αγορών

5.1.16. Περαιτέρω πληροφορίες, διαμεσολάβηση και προσφυγή

Οργανισμός προσφυγής: Oslo tingrett

Πληροφορίες σχετικά με τις προθεσμίες επανεξέτασης: See the tender documentation and loa /FOA

Οργανισμός παροχής περισσότερων πληροφοριών των διαδικασιών προσφυγής: Oslo tingrett

8. Οργανισμοί

8.1. ORG-0001

Επίσημη ονομασία: Stortinget

Αριθμός καταχώρισης: 971524960
Ταχυδρομική διεύθυνση: Karl Johans gate 22
Πόλη: OSLO
Ταχυδρομικός κώδικας: 0026
Υποδιαίρεση χώρας (NUTS): Oslo (NO081)
Χώρα: Νορβηγία
Πρόσωπο επικοινωνίας: Seksjon for innkjøp
Email: innkjop.postmottak@stortinget.no
Τηλέφωνο: 23313050
Ηλεκτρονική διεύθυνση: <http://www.stortinget.no/>
Ρόλοι αυτού του οργανισμού:
Αγοραστής

8.1. ORG-0002

Επίσημη ονομασία: Oslo tingrett
Αριθμός καταχώρισης: 926725939
Πόλη: oslo
Ταχυδρομικός κώδικας: 0026
Υποδιαίρεση χώρας (NUTS): Oslo (NO081)
Χώρα: Νορβηγία
Ρόλοι αυτού του οργανισμού:
Οργανισμός προσφυγής
Οργανισμός παροχής περισσότερων πληροφοριών των διαδικασιών προσφυγής

Πληροφορίες προκήρυξης

Αναγνωριστικό/έκδοση προκήρυξης: 50e2f495-3db8-4fd2-aeb6-71f6ebf011f1 - 01
Είδος εντύπου: Διαγωνισμός
Είδος προκήρυξης: Προκήρυξη σύμβασης ή σύμβασης παραχώρησης — τυποποιημένο καθεστώς
Υποείδος προκήρυξης: 16
Ημερομηνία αποστολής της προκήρυξης: 18/05/2026 12:28:54 (UTC+00:00) Ώρα Δυτικής Ευρώπης, GMT
Ημερομηνία αποστολής προκήρυξης/γνωστοποίησης (από τον eSender): 18/05/2026 13:49:26 (UTC+00:00) Ώρα Δυτικής Ευρώπης, GMT
Γλώσσες στις οποίες διατίθεται επίσημα η παρούσα προκήρυξη: αγγλικά
Αριθμός δημοσίευσης της προκήρυξης: 343841-2026
Αριθμός τεύχους EE S: 96/2026
Ημερομηνία δημοσίευσης: 20/05/2026