

124536-2026 - Competition

Norway – Systems and technical consultancy services – Procurement of a Framework Agreement for Consultancy and Consultancy Services, Customer Service

OJ S 37/2026 23/02/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Ruter As

Email: anitaev@ruter.no

Activity of the contracting entity: Urban railway, tramway, trolleybus or bus services

2. Procedure

2.1. Procedure

Title: Procurement of a Framework Agreement for Consultancy and Consultancy Services, Customer Service

Description: Pursuant to the Utilities Regulations §12-4 (Contracts that are reserved for entities with disabled or disadvantaged persons), Ruter would like to enter into a Framework Agreement for IT consultants with strong analytical abilities and relevant competence to assist in the work of streamlining, modernising and improving Customer Service.

Procedure identifier: 7bd15f0a-fd49-4571-897f-276792d73027

Internal identifier: 26/00446

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72220000 Systems and technical consultancy services

Additional classification (cpv): 72000000 IT services: consulting, software development, Internet and support, 72222300 Information technology services, 85312320 Counselling services

2.1.2. Place of performance

Postal address: Dronningens gate 40

Town: OSLO

Postcode: 0154

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

2.1.2. Place of performance

Postal address: Dronningens gate 40

Town: OSLO

Postcode: 0154

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

2.1.3. Value

Estimated value excluding VAT: 40 000 000,00 NOK

Maximum value of the framework agreement: 40 000 000,00 NOK

2.1.4. General information

Legal basis:

Directive 2014/25/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0000

Title: Procurement of a Framework Agreement for Consultancy and Consultancy Services, Customer Service

Description: Pursuant to the Utilities Regulations §12-4 (Contracts that are reserved for entities with disabled or disadvantaged persons), Ruter would like to enter into a Framework Agreement for IT consultants with strong analytical abilities and relevant competence to assist in the work of streamlining, modernising and improving Customer Service.

Internal identifier: 26/00446

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72220000 Systems and technical consultancy services

Additional classification (cpv): 72000000 IT services: consulting, software development, Internet and support, 72222300 Information technology services, 85312320 Counselling services

Options:

Description of the options: Maximum up to 1+1+1 year.

5.1.2. Place of performance

Postal address: Dronningens gate 40

Town: OSLO

Postcode: 0154

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

5.1.2. Place of performance

Postal address: Dronningens gate 40

Town: OSLO

Postcode: 0154

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

5.1.3. Estimated duration

Start date: 01/05/2026

Duration end date: 30/04/2027

5.1.4. Renewal

Maximum renewals: 3

Other information about renewals: Maximum up to 1+1+1 year.

5.1.5. Value

Estimated value excluding VAT: 40 000 000,00 NOK

Maximum value of the framework agreement: 40 000 000,00 NOK

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

This procurement is also suitable for small and medium-sized enterprises (SMEs): yes

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

Information about the second stage of a two-stage procedure:

Minimum number of candidates to be invited for the second stage of the procedure: 3

Maximum number of candidates to be invited for the second stage of the procedure: 3

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: Norwegian

Address of the procurement documents: https://eu.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=450492&TID=200411459&B=

Ad hoc communication channel:

Name: Tilgang til KonkurransGjennomføringsVerktøyet til Merccell, EU-Supply

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: https://eu.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=450492&TID=200411459&B=

Languages in which tenders or requests to participate may be submitted: Norwegian

Electronic catalogue: Allowed

Deadline for receipt of requests to participate: 16/04/2026 08:00:00 (UTC+00:00) Western European Time, GMT

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: Yes

Conditions relating to the performance of the contract: This procurement applies pursuant to the Utilities Regulations §12-4 (Contracts that are reserved for entities with disabled or disadvantaged persons).

A non-disclosure agreement is required: yes

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

Financial arrangement: In accordance with the Tender Documentation

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 1

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: 974714678

Information about review deadlines: Ten calendar days

Organisation providing information concerning the general regulatory framework for taxes applicable in the place where the contract is to be performed: 974714678

Organisation providing additional information about the procurement procedure: Ruter As

8. Organisations

8.1. ORG-0001

Official name: Ruter As

Registration number: 991 609 407

Postal address: Dronningens gate 40, Postboks 1030 Sentrum

Town: Oslo

Postcode: 0104

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

Contact point: Anita Vandsemb

Email: anitaev@ruter.no

Telephone: +47 46409317

Buyer profile: <https://eu.eu-supply.com/ctm/company/companyinformation/index/285272>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

8.1. ORG-0002

Official name: 974714678

Registration number: RUTER AS

Department: RUTER AS

Postal address: C.J.Hambros plass 4

Town: Oslo

Postcode: 0154

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

Email: oslo.tingrett@domstol.no

Telephone: +47 22035200

Roles of this organisation:

Review organisation

Organisation providing information concerning the general regulatory framework for taxes applicable in the place where the contract is to be performed

Notice information

Notice identifier/version: 42fe69bc-148c-483b-9981-3dcd5755c909 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 17

Notice dispatch date: 20/02/2026 05:56:31 (UTC+00:00) Western European Time, GMT

Notice dispatch date (eSender): 20/02/2026 11:01:04 (UTC+00:00) Western European Time, GMT

Languages in which this notice is officially available: English

Notice publication number: 124536-2026

OJ S issue number: 37/2026

Publication date: 23/02/2026