

## 142988-2026 - Competition

Norway – Call centre – Procurement - Contact centre system for the Directorate of Digitalisation.  
OJ S 42/2026 02/03/2026  
Contract or concession notice – standard regime  
Services

### 1. Buyer

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#### 1.1. Buyer

Official name: Digitaliseringsdirektoratet

Email: [skb@digdir.no](mailto:skb@digdir.no)

Legal type of the buyer: Public undertaking

Activity of the contracting authority: General public services

### 2. Procedure

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#### 2.1. Procedure

Title: Procurement - Contact centre system for the Directorate of Digitalisation.

Description: The Norwegian Digitalisation Agency (Digdir) needs a contact centre system to receive and respond to user enquiries by telephone and chat.

Procedure identifier: 05390a57-0f52-4ef6-aa6e-82792852f493

Internal identifier: 2026/1660

Type of procedure: Open

The procedure is accelerated: no

Main features of the procedure: Digdir has 2 sections that provide user support/receive enquiries from residents - located in Leikanger and Brønnøysund. Digdir shall receive and answer enquiries from inhabitants via telephone and chat in the contact centre system. Digdir will also assess the procurement of a system for enquiries via email (option). Digdir plans to enter into a contract with 1 tenderer for 3 years - options for 1+1 year. The estimated contract value including options: NOK 4 million excluding VAT. See the attached SSA-L for further information; Annex 1

##### 2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 32524000 Telecommunications system, 48222000 Web server software package, 48500000 Communication and multimedia software package, 48510000 Communication software package, 64200000 Telecommunications services, 64215000 IP telephone services, 64216000 Electronic message and information services, 64216110 Electronic data exchange services, 72212222 Web server software development services, 72300000 Data services, 79500000 Office-support services, 79510000 Telephone-answering services

##### 2.1.2. Place of performance

Country subdivision (NUTS): Nordland/Nordlândia (NO071)

Country: Norway

##### 2.1.2. Place of performance

Country subdivision (NUTS): Vestland (NO0A2)

Country: Norway

**2.1.3. Value**

Estimated value excluding VAT: 4 000 000,00 NOK

**2.1.4. General information**

**Legal basis:**

Directive 2014/24/EU

Anskaffelsesforskriften - Open tender contest in accordance with part III

**2.1.6. Grounds for exclusion**

Sources of grounds for exclusion: European Single Procurement Document (ESPD), Procurement Document

## 5. Lot

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**5.1. Lot: LOT-0000**

Title: Procurement - Contact centre system for the Directorate of Digitalisation.

Description: The Norwegian Digitalisation Agency (Digdir) needs a contact centre system to receive and respond to user enquiries by telephone and chat.

Internal identifier: 2026/1660

**5.1.1. Purpose**

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 32524000 Telecommunications system, 48222000 Web server software package, 48500000 Communication and multimedia software package, 48510000 Communication software package, 64200000 Telecommunications services, 64215000 IP telephone services, 64216000 Electronic message and information services, 64216110 Electronic data exchange services, 72212222 Web server software development services, 72300000 Data services, 79500000 Office-support services, 79510000 Telephone-answering services

**5.1.2. Place of performance**

Country subdivision (NUTS): Nordland/Nordlândia (NO071)

Country: Norway

**5.1.2. Place of performance**

Country subdivision (NUTS): Vestland (NO0A2)

Country: Norway

**5.1.3. Estimated duration**

Duration: 60 Months

**5.1.5. Value**

Estimated value excluding VAT: 4 000 000,00 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

**5.1.9. Selection criteria**

Sources of selection criteria: European Single Procurement Document (ESPD)

#### 5.1.11. Procurement documents

Languages in which the procurement documents are officially available: Norwegian

Deadline for requesting additional information: 24/03/2026 11:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: <https://permalink.mercell.com/278027732.aspx>

#### 5.1.12. Terms of procurement

##### Terms of submission:

Electronic submission: Required

Address for submission: <https://permalink.mercell.com/278027732.aspx>

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

Electronic catalogue: Not allowed

Advanced or qualified electronic signature or seal (as defined in Regulation (EU) No 910/2014) is required

Variants: Not allowed

Deadline for receipt of tenders: 31/03/2026 12:30:00 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 3 Months

##### Information about public opening:

Opening date: 31/03/2026 12:30:00 (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: No

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: yes

#### 5.1.15. Techniques

##### Framework agreement:

No framework agreement

##### Information about the dynamic purchasing system:

No dynamic purchase system

#### 5.1.16. Further information, mediation and review

Review organisation: Oslo tingrett

Information about review deadlines: Waiting period of minimum 10 days.

## 8. Organisations

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### 8.1. ORG-0001

Official name: Digitaliseringsdirektoratet

Registration number: 991825827

Postal address: Postboks 1382 Vika

Town: Oslo

Postcode: 0114

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

Contact point: Sol Brox

Email: [skb@digdir.no](mailto:skb@digdir.no)

Telephone: +47 22451000  
Internet address: <http://www.digdir.no>

**Roles of this organisation:**

Buyer

**8.1. ORG-0002**

Official name: Oslo tingrett  
Registration number: 926725939  
Town: Oslo  
Postcode: 0125  
Country subdivision (NUTS): Oslo (NO081)  
Country: Norway  
Contact point: Oslo tingrett  
Email: [oslo.tingrett@domstol.no](mailto:oslo.tingrett@domstol.no)  
Telephone: 22 03 52 00

**Roles of this organisation:**

Review organisation

## Notice information

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Notice identifier/version: bdbab007-b0ea-4816-a997-f378f4196cbc - 01  
Form type: Competition  
Notice type: Contract or concession notice – standard regime  
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Notice dispatch date (eSender): 27/02/2026 13:37:21 (UTC+00:00) Western European Time, GMT  
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Notice publication number: 142988-2026  
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