

164170-2026 - Result

Iceland – Software development services – Chatbot DPS

OJ S 48/2026 10/03/2026

Contract or concession award notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Ríkiskaup

Email: brynjar.s.haraldsson@fjs.is

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Chatbot DPS

Description: The decision has been made to terminate DPS no. 21315 regarding Chatbots.

The decision takes effect today 6th of March 2026

Procedure identifier: 59ec5863-5379-4966-9d41-994ca3f1f95d

Internal identifier: 21315

Type of procedure: Restricted

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72262000 Software development services

2.1.2. Place of performance

Anywhere in the European Economic Area

2.1.4. General information

Call for competition is terminated

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0000

Title: Chatbot DPS

Description: The decision has been made to terminate DPS no. 21315 regarding Chatbots.

The decision takes effect today 6th of March 2026

Internal identifier: 21315

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72262000 Software development services

5.1.2. Place of performance

Anywhere in the European Economic Area

5.1.6. General information

Procurement Project not financed with EU Funds.

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

5.1.10. Award criteria

Criterion:

Type: Price

Name: Price

Description: The decision has been made to terminate DPS no. 21315 regarding Chatbots.

The decision takes effect today 6th of March 2026.

Category of award fixed criterion: Fixed value (total)

Award criterion number: 100

5.1.15. Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

Dynamic purchasing system, also usable by buyers not listed in this notice

The dynamic purchasing system is terminated

5.1.16. Further information, mediation and review

Review organisation: Kærunefnd útboðsmála

Information about review deadlines: No review deadlines. Decision takes effect today 6th of March 2026.

6. Results

6.1. Result lot identifier: LOT-0000

Winner selection status: No winner was chosen and the competition is closed.

The reason why a winner was not chosen: Other

6.1.4. Statistical information

Summary of the review requests the buyer received:

Number of complainants: 0

Received tenders or requests to participate:

Type of received submissions: Requests to participate

Number of tenders or requests to participate received: 10

8. Organisations

8.1. ORG-0001

Official name: Ríkiskaup

Registration number: 6601694749

Department: Procurement

Postal address: Borgartún 26

Town: Reykjavík

Postcode: 105

Country subdivision (NUTS): Höfuðborgarsvæði (IS001)

Country: Iceland

Contact point: Brynjar Steinn Haraldsson

Email: brynjar.s.haraldsson@fjs.is

Telephone: +3545301400

Internet address: <http://www.rikiskaup.is>

Roles of this organisation:

Buyer

Central purchasing body acquiring supplies and/or services intended for other buyers

Central purchasing body awarding public contracts or concluding framework agreements for works, supplies or services intended for other buyers

8.1. ORG-0002

Official name: Kæruneftnd útboðsmála

Registration number: 550169-1269

Postal address: Stjórnarráðshúsið við Lækjartorg

Town: Reykjavík

Postcode: 101

Country subdivision (NUTS): Höfuðborgarsvæði (IS001)

Country: Iceland

Email: pmo@pmo.is

Telephone: +354 545 8400

Internet address: <https://www.stjornarradid.is>

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: Merzell Holding ASA

Registration number: 980921565

Postal address: Askekroken 11

Town: Oslo

Postcode: 0277

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

Contact point: eSender

Email: publication@merzell.com

Telephone: +47 21018800

Fax: +47 21018801

Internet address: <http://merzell.com/>

Roles of this organisation:

TED eSender

Notice information

Notice identifier/version: 8c57d689-7242-4451-b8a6-9571b1a9f0a1 - 01

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