

185638-2026 - Competition

Norway – Call centre – Procurement - Contact centre system for the Directorate of Digitalisation.
OJ S 54/2026 18/03/2026
Contract or concession notice – standard regime - Change notice
Services

1. Buyer

1.1. Buyer

Official name: Digitaliseringsdirektoratet

Email: skb@digdir.no

Legal type of the buyer: Public undertaking

Activity of the contracting authority: General public services

2. Procedure

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

Anskaffelsesforskriften - Postponed tender deadline

2.1.6. Grounds for exclusion

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

5. Lot

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: 07/04/2026 08:00:00 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 3 Months

Information about public opening:

Opening date: 07/04/2026 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: 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

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
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
Telephone: 22 03 52 00

Roles of this organisation:

Review organisation

10. Change

Version of the previous notice to be changed

:

bdbab007-b0ea-4816-a997-f378f4196cbc-01

Main reason for change

:

Information updated

10.1. Change

Section identifier: PROCEDURE

10.1. Change

Section identifier: LOT-0000

Notice information

Notice identifier/version: 1130f344-b868-4a8c-8448-3c11300c5fe3 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 17/03/2026 10:13:06 (UTC+00:00) Western European Time, GMT

Notice dispatch date (eSender): 17/03/2026 10:25:51 (UTC+00:00) Western European Time, GMT

Languages in which this notice is officially available: English

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