

199996-2026 - Competition

Norway – Systems and technical consultancy services – Framework agreement - Consultancy services and licences connected to ServiceNow

OJ S 58/2026 24/03/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: STATENS GRADERTE PLATTFORMTJENESTER

Email: andreas.rogde@sgp.norgov.no

2. Procedure

2.1. Procedure

Title: Framework agreement - Consultancy services and licences connected to ServiceNow

Description: SGP has chosen ServiceNow as the platform for a number of functions. The tenderer shall assist SGP through consultancy services with the development of new functionalities and the establishment of new modules on SGP's platform, primarily locally (on-premises). The tenderer shall ensure SGP access to relevant and cost efficient products and services throughout the entire contract period.

Procedure identifier: a7b392f8-00f2-414e-ada7-7d7c3195e352

Internal identifier: 53b55291-29ba-4758-adb0-f64e09b0fde3

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): 72230000 Custom software development services

2.1.2. Place of performance

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

2.1.4. General information

Legal basis:

Directive 2009/81/EC

Forsvar og sikkerhet - Defence and Security Procurement Regulations.

2.1.6. Grounds for exclusion

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

5. Lot

5.1. Lot: LOT-0000

Title: Framework agreement - Consultancy services and licences connected to ServiceNow
Description: SGP has chosen ServiceNow as the platform for a number of functions. The tenderer shall assist SGP through consultancy services with the development of new functionalities and the establishment of new modules on SGP's platform, primarily locally (on-premises). The tenderer shall ensure SGP access to relevant and cost efficient products and services throughout the entire contract period.

Internal identifier: 49b741e5-8d99-4d63-9aa1-d3b1a53ec7a1

5.1.1. Purpose

Main nature of the contract: Services

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

Additional classification (cpv): 72230000 Custom software development services

5.1.2. Place of performance

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

5.1.3. Estimated duration

Duration: 2 Years

5.1.4. Renewal

Maximum renewals: 5

Other information about renewals: The framework agreement will be valid for 2 years, with an option for an annual extension for a maximum length of 7 years.

5.1.6. General information

Reserved participation:

Participation is not reserved.

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: 5

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: Norwegian

Address of the procurement documents: <https://permalink.mercell.com/280111282.aspx>

5.1.12. Terms of procurement

Terms of submission:

Obligatory indication of subcontracting: No subcontracting indication

Electronic submission: Required

Address for submission: <https://permalink.mercell.com/280111282.aspx>

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

Variants: Not allowed

Deadline for receipt of requests to participate: 24/04/2026 10:00:00 (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

Conditions relating to the performance of the contract: Call-offs shall be ordered at the time used.

Financial arrangement: In arrears invoices for the used time. Administration costs for licences are to be invoiced separately

Subcontracting:

No subcontracting obligation applies.

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 1

5.1.16. Further information, mediation and review

Information about review deadlines: Ten Days

8. Organisations

8.1. ORG-0001

Official name: STATENS GRADERTE PLATTFORMTJENESTER

Registration number: 933489965

Postal address: Langkaia 1

Town: OSLO

Postcode: 0150

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

Contact point: Andreas Rogde

Email: andreas.rogde@sgp.norgov.no

Telephone: 994 06 011

Internet address: <https://www.sgp.norgov.no>

Roles of this organisation:

Buyer

Notice information

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