

## 299802-2026 - Planning

Norway – Helpdesk and support services – Market survey/RFI Intune additional products - real time management operation and support, as well as remote control for OT/critical clients.

OJ S 84/2026 30/04/2026

Prior information notice or a periodic indicative notice used only for information  
Services

### 1. Buyer

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#### 1.1. Buyer

Official name: Sykehuspartner HF

Email: [elhaha@sykehuspartner.no](mailto:elhaha@sykehuspartner.no)

Legal type of the buyer: Public undertaking

Activity of the contracting authority: Health

### 2. Procedure

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#### 2.1. Procedure

Title: Market survey/RFI Intune additional products - real time management operation and support, as well as remote control for OT/critical clients.

Description: The entity needs a comprehensive and robust operations and management system closely integrated with Microsoft Intune, which provides total control over a joint client platform across operating systems. The system must support stable operative operation through predictable and controlled change management, prioritised use of network resources and advanced remote support - also under demanding conditions such as low bandwidth and critical operative use in both offices and field, including in ambulance services. Currently the need includes approx. 3,000 clients and scaling up is expected. 11.5.26 - Deadline for submitting questions to the market survey 20.05.26, 12:00 Response deadline for the market survey.

Internal identifier: Markedsundersøkelse/RFI Intune tilleggsprodukter - sanntidsstyring drift og support, samt fjernstyri

##### 2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 48218000 License management software package, 48422000 Software package suites, 48613000 Electronic data management (EDM), 48730000 Security software package, 48760000 Virus protection software package, 50312610 Maintenance of information technology equipment, 72000000 IT services: consulting, software development, Internet and support, 72212211 Platform interconnectivity software development services, 72260000 Software-related services, 72315000 Data network management and support services, 72510000 Computer-related management services

##### 2.1.2. Place of performance

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

##### 2.1.4. General information

Legal basis:

### 3. Part

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#### 3.1. Part: PAR-0000

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Additional classification (cpv): 72510000 Computer-related management services

##### 3.1.2. Place of performance

Country subdivision (NUTS): Oslo (NO081)

Country: Norway

##### 3.1.5. General information

###### Reserved participation

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Participation is not reserved.

The procurement is covered by the Government Procurement Agreement (GPA): yes

##### 3.1.6. Procurement documents

Languages in which the procurement documents are officially available: Norwegian

Address of the procurement documents: <https://permalink.mercell.com/282780474.aspx>

### 3.1.7. Terms of procurement

The execution of the contract must be performed within the framework of sheltered employment programmes: No

### 3.1.9. Further information, mediation and review

Review organisation: Buskerud tingrett

## 8. Organisations

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### 8.1. ORG-0001

Official name: Sykehuspartner HF  
Registration number: 914637651  
Postal address: Grønland 34  
Town: DRAMMEN  
Postcode: 3045  
Country subdivision (NUTS): Oslo (NO081)  
Country: Norway  
Contact point: Elisabeth Halvorsen  
Email: [elhaha@sykehuspartner.no](mailto:elhaha@sykehuspartner.no)  
Telephone: +47 32235300  
Fax: +47 32235301  
Internet address: <http://www.sykehuspartner.no>

#### Roles of this organisation:

Buyer

### 8.1. ORG-0002

Official name: Buskerud tingrett  
Registration number: 935 364 752.  
Town: Drammen  
Postcode: 3001  
Country subdivision (NUTS): Buskerud (NO085)  
Country: Norway

#### Roles of this organisation:

Review organisation

## Notice information

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Form type: Planning

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